Key Performance Indicator Associate Certification Program Live Online or In Person

Program Overview

The Key Performance Indicator Associate Certification Program provides an introduction to KPIs and their strategic context, and then introduces participants to a step-by-step methodology that can be used to develop various types of KPIs. Created by the Balanced Scorecard Institute and offered in association with the George Washington University Center for Excellence in Public Leadership, part of the College of Professional Studies, the KPI certification is designed to teach best practices to anyone involved in developing performance measures.

Who Should Attend

This course is recommended for those interested in learning best practices for performance measurement including identifying key performance indicators (KPIs) and using them to assess strategy efficacy. Courses are taught by highly-experienced instructors with backgrounds in private, public, and nonprofit-sector organizations.

Key Performance Indicator
Associate Certification Program (KPIA)
Live Online or In Person

CERTIFIED KPIA
KEY PERFORMANCE INDICATOR ASSOCIATE

Key Performance Indicator Associate Certification Boot Camp

The Key Performance Indicator Associate Certification course provides an introduction to KPIs and their strategic context, and then introduces participants to a step-by-step methodology that can be used to develop various types of KPIs. This 6-session live online course meets the course requirements for the KPI Associate Certification (exam completion required).

KPIA Certification

This course provides an introduction to KPIs and their strategic context, and then introduces participants to a step-by-step methodology that can be used to develop various types of KPIs. Through short lectures, case studies, and applied exercises, participants will learn the fundamentals of KPI development and how to align measures that drive improvement to strategy.

Participants will learn how to:

- Create buy-in and a culture of continuous performance improvement
- Drive performance-informed budgeting and accountability
- Develop best practice KPIs, performance targets, and management dashboards
- Improve performance of departments, teams, programs, projects, risks, and individuals
- Communicate performance information throughout the organization to better inform decision making

Course Outline

Sessions 1 & 2: Introduction to KPIs and KPI Development

- Introduction to Application Exercises, KPI Case Studies, Tools, Templates, and Supplemental Resources
- Introduction to KPIs and Strategic Management
- Different Types of KPIs
- Understanding Strategic Context and Goal Setting
- Developing and Mapping Strategic Objectives
- Creating the Right Performance Measurement Culture to Build Buy-in

Sessions 3 & 4: Performance Measure Development Process

- The Process of Developing Performance Measures
- Step 1: Describe the Intended Result(s)
- Step 2: Understand Alternative Measures
- Using the Logic Model to Develop Alternative Measures
- Using the Process Flow Analysis to Develop Alternative Measures

Sessions 5 & 6: Performance Measure Development Process, cont

- Step 2: Understand Alternative Measures, cont.
- Using the Cause-Effect Analysis to Develop Alternative Measures
- Step 3: Select the Right Measurement(s) for Each Objective
- Step 4: Define Composite Indices as Needed
- Step 5: Set Targets & Thresholds
- Step 6: Define and Document Selected Performance Measures

Offered in association with

Center for Excellence in Public Leadership
THE GEORGE WASHINGTON UNIVERSITY

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