



QuickStart™ KPI Consulting Services

Program Overview

QuickStart™ KPI consulting services provide your team with the structure and discipline to develop the initial draft of your KPI system in about a week. Available online or in person and as a concentrated week or spread out over months, our expert consultants will help train and facilitate your team through the *Measure-Perform-Review-Adapt* (MPRA) framework.

About Key Performance Indicators

Measurement is an essential management tool used to assess the impact of our work, demonstrate value, manage resources, and focus improvement efforts. Of all the measures we collect, Key Performance Indicators (KPIs) are those that indicate progress toward a key desired result. KPIs provide a focus for strategic and operational improvement and create an analytical basis for decision making. Managing with KPIs often means working to improve performance using leading indicators, which are precursors of future success, that will later drive desired impacts indicated with lagging measures.

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The QuickStart™ Program

The QuickStart™ program is a ten-session interactive experience designed to help get your team started with our *Measure-Perform-Review-Adapt* (MPRA) framework for a fixed price. Customized for each client, each session includes up to four hours of training or group facilitation designed to give you the confidence that your team is using the terminology correctly and implementing the system consistently in order to:

- ▶ Select and design performance measures that are far more meaningful than simple brainstorming or benchmarking can produce
- ▶ Get buy-in from staff and stakeholders to enthusiastically own performance measurement and improvement
- ▶ Bring measures to life in a consistent way, using the right data and with the right ownership
- ▶ Design insightful and actionable reports and dashboards that focus discussion on improvement
- ▶ Convincingly hit performance targets, and make measurement about transformation

Program Agenda

Session One - Champions

Plan to Engage Leadership
Establish Teams and Roles
Agree on Process and Procedures

Session Two - Leadership

Discuss and Approve Roadmap
Plan for Change Management
Plan to Communicate "Why formally measure performance?"

Session Three - KPI Development Group

Introduction to KPIs and Performance Management
Strategic Context

Session Four

Define and Document Strategic Objectives

Session Five

Describe Intended Results

Session Six

Understand Alternative Measures

Session Seven

Understand Alternative Measures,
Continued

Session Eight

Select the Right Measures

Session Nine

Define and Document Performance
Measures
Plan for Performance Review

Session Ten

Performance Measure System Rollout
and Communications Planning



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