



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

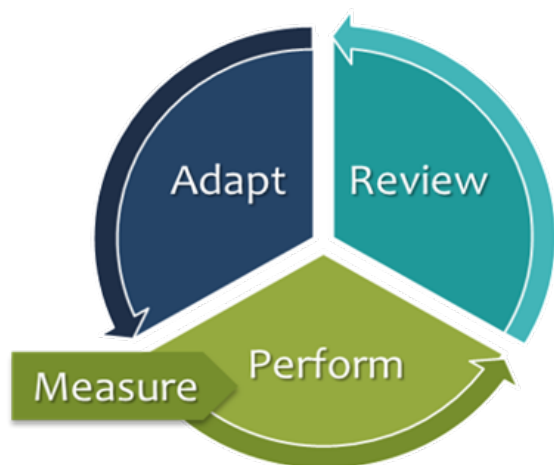


Key Performance Indicator Associate Certification

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 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:

Build a solid understanding of KPIs and lay the groundwork for effective performance management.

- **Program Introduction:** Discover the fundamentals of Key Performance Indicators and performance management.
- **Building the KPI Process:** Learn the KPI development cycle—MPRA (Measure, Perform, Review, and Adapt).
- **Strategic Alignment:** Shape the right performance management culture and clearly articulate your organization's strategic intent.
- **Objective Setting:** Identify objectives and intended results to guide effective measurement.
- **Selecting Measures:** Explore and choose the most meaningful metrics for each objective.
- **Setting Targets:** Master setting targets, performance thresholds, and documenting indicators.
- **Driving Performance:** Implement improvement initiatives, monitor progress, and analyze results.
- **Continuous Improvement:** Report, share, and adapt based on insights for sustained organizational success.

Offered in association with

**Center for Excellence
in Public Leadership**

THE GEORGE WASHINGTON UNIVERSITY

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