

Key Performance Indicators (KPIs) & Optimization Mastery

16 – 20 May 2027
Amman (Jordan)

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Why This Course

In today's data-driven business environment, organizations must measure what truly matters to achieve strategic success. Key Performance Indicators KPIs serve as the vital link between vision and execution — translating strategy into measurable outcomes that drive accountability, alignment, and improvement.

The KPI Development and Performance Management Excellence program is an intensive 5-day course designed to equip professionals with the knowledge and practical tools to design, implement, and manage KPIs that deliver real performance results. Participants will learn how to align KPIs with organizational objectives, build performance measurement frameworks, and foster a culture of continuous improvement across all levels of the organization.

What You'll Learn and Practice

By joining this program, you will:

- Understand the strategic role of KPIs in driving organizational success.
- Design and implement KPIs that are aligned with business goals and priorities.
- Analyze KPI data to identify performance trends, gaps, and opportunities.
- Build effective dashboards and scorecards for performance reporting.
- Create a culture of accountability and continuous improvement through KPI management.

The Program Flow

Day 1: Introduction to KPIs and Performance Measurement

- The role of KPIs in strategy execution and organizational success.
- Types of KPIs: strategic, operational, functional, and individual.
- Aligning KPIs with corporate strategy and objectives.
- Building a performance measurement framework.
- Workshop: Mapping organizational goals to measurable KPIs.

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A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The board is white and black, and the pieces are gold and silver.

Day 2: Developing Effective KPIs

- Criteria for selecting high-impact KPIs.
- Applying the SMART model for KPI design.
- Cascading KPIs across departments and functions.
- Balancing leading and lagging indicators for holistic measurement.
- Exercise: Developing a KPI set for a chosen business unit.

Day 3: Implementing KPI Systems

- Data collection methods and measurement integrity.
- Designing KPI dashboards, scorecards, and visual reports.
- Integrating KPIs into existing performance management systems.
- Overcoming common implementation challenges and resistance.
- Case Study: Implementing a performance measurement system in practice.

Day 4: KPI Analysis and Optimization

- Data analysis and interpretation for KPI evaluation.
- Identifying performance gaps and root causes of underperformance.
- Techniques for refining and optimizing KPIs over time.
- Integrating continuous improvement methodologies Lean, Six Sigma.
- Workshop: Conducting a KPI gap analysis and improvement plan.

Day 5: KPI Management and Performance Culture

- Building and sustaining a performance-driven culture.
- KPI review cycles and update processes.
- Linking KPIs to individual and team performance management.
- Learning from global best practices and success stories.
- Capstone Project: Designing a comprehensive KPI management framework for your organization.

Individual Impact

- Gain the expertise to design and manage KPIs that truly drive results.
- Strengthen analytical and reporting skills for data-driven decision-making.
- Build confidence in communicating performance insights to leadership.
- Develop a practical toolkit for continuous performance improvement.

Organizational Impact

- Align business activities with strategic priorities through measurable KPIs.
- Improve visibility into performance and decision-making across departments.
- Enhance accountability, transparency, and operational efficiency.
- Foster a culture of measurement, learning, and improvement.

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A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. The board is checkered, and there are concentric circles in the background.

Training Methodology

This program combines strategic insight with practical application to ensure immediate workplace relevance. Learning methods include:

- Real-world case studies and performance benchmarking examples.
- Hands-on exercises in KPI development and analysis.
- Group projects on dashboard creation and data visualization.
- Interactive workshops and expert facilitation.
- Customizable templates and tools for organizational use.

Beyond the Course

Upon completion, participants will be equipped to design, implement, and lead performance measurement systems that drive sustainable success. They will return ready to:

- Develop and manage organization-wide KPI frameworks.
- Translate strategic goals into actionable performance metrics.
- Monitor and optimize KPIs for efficiency, growth, and impact.
- Embed performance management as a core organizational capability.

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A decorative graphic at the bottom right of the page shows a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board has a checkered pattern, and there are concentric circles in the background.