Regal Solutions International

Discover how leveraging on Cost Factors, Process Improvements, Customer Satisfaction & Employee   Development can lead to Corporate Profitability...

Setting Departmental KPIs & Creating an Effective Ongoing System

**Using Logical, Simple and Practical OCS™ and CSO™ Methods
designed by Regal International Trainer, Dr Harman**

ABOUT THE PROGRAM

Having Effective Key Performance Indicators (KPIs) for your organization can help management define, measure and provide a supportive role in maximizing resource utilization to achieve goals. Appropriate KPIs help set and guide people within the organization to focus on activities that <u>add value </u>and at the same time provide management a tool to control the results of the organization. KPIs in today's business must be developed to accommodate changes and hence requires a dynamic approach in setting them.

This 3 days Program will provide a comprehensive hands-on approach to identifying relevant KPIs and setting a simple and easy to use Excel based BSC for your department/ organization.

WHO SHOULD ATTEND

- CEOs, Directors & General Managers
- HR Dept Managers & Execs
- Finance Dept Managers & Execs
- Sales & Marketing Dept Managers & Execs
- Customer Service Dept Managers & Execs
- QC/Project/Production Managers & Execs
- Admin Managers & Execs
- To-be Managers & Business Process Owners
- Anyone who wants to learn about KPIs

Also Available as Inhouse Training & Company Wide Project Implementation

To register please click on <u>this link</u>

TOPICS COVERED

DAY 1	DAY 2	DAY 3

9.00am to 10.30am
 	
• The importance of inculcating a Positive Corporate Mindset
• Why the need to measure
• Performance role of individuals within the organization
 	
10.30am to 10.45am:
 	
Tea Break
 	
10.45am to 12.00noon
 	
• The Areas of Improvement (AOI)
  ○ Difference between Task and Activity
  ○ What is a Key Result Area
  ○ What adds Value
 	
12.00noon to 1.00pm
 	
• Difference between I, PI, and KPI
• Discussion on Various scenarios
 	
1.00pm to 2.00: Lunch Break
 	
2.00pm to 3.30pm
 	
• Identifying KPI from current Challenges
 	
3.30pm to 3.45pm: Tea Break
 	
3.45pm to 5.00pm
 	
• How to measure: Sample
  ○ KPIs Criteria to choose a KPI
  ○ 7 KPI Rules to follow
	9.00am to 10.30am
	
	• Balancing the measurement process
	  ○ Identifying stakeholders
	  ○ The four important aspects
	  ○ HARMAN-Z8 Model
	  ○ KPI Pyramid concept (IDC-- KPIS)
	
	10.30am to 10.45am: Tea Break
	
	10.45am to 12.00noon
	
	• What are SMART Objectives
	• Setting SMART Objectives
	
	12.00noon to 1.00pm
	
	• The Objective alignment
	
	1.00pm to 2.00pm: Lunch Break
	
	2.00pm to 3.30pm
	
	• HARMAN-VMOT Model
	• Linking JD with Performance requirements
	• KPIs that can be linked to Performance Appraisals
	• Should KPIs be linked to a Corporate Compensation Plan... Why & How.
	
	3.30pm to 3.45pm: Tea Break
	
	3.34pm to 5.00pm
	
	• How would we know what improvements are required
	• Using HARMAN's COS and OCS method to derive S-KPIs
		9.00am to 10.30am
		
		• Types of Balanced Scorecard
		• KPIs can be identified from...
		• HARMAN's KPI Development Sheet
		
		10.30am to 10.45am: Tea Break
		
		10.45am to 12.00noon
		
		• Sources of information for BSC
		• The link between KPIs and BSC
		  ○ HARMAN BSC-KPI Model
		
		12.00noon to 1.00pm
		
		• Step by Step Approach to setting a Corporate Pathway
		• How to rely on generated results
		
		1.00pm to 2.00pm: Lunch Break
		
		2.00pm to 3.30pm
		
		• What is a dynamic outcome
		• Case Study on companies that have implemented KPIs
		
		3.30pm to 3.45pm: Tea Break
		
		3.34pm to 5.00pm
		
		• How to use Excel to create KPIs
		• The role of Corporate Strategies
		• High 5 Summary
		• Our Action Plan
		• Q & A Session

BENEFITS

Upon Completion, Participants Will Benefit from and Understand The Following:

1. How to create and use Performance Indicators (PIs) to create value in Customer Relationship Management on an on-going fashion. How PIs can assist them in being more efficient.

2. KPI vs other equally important indicators.

3. The importance of a clear and enhanced level of communication within individuals, departments and the customers.

4. How to set SMART—EST measurement indicators and monitor them.

5. When is a new measurement required and how to detect a right one.

6. The idea behind HARMAN Z8 concept and how to apply it.

7. The reason why KPIs may not work and how to avoid pitfalls.

8. Why Performance Management needs to be adapted as a new 'Culture'.

9. Who should be in-charge and what type of Accountability is required.

10. The role of various departments and the optimum interdependency required.

11. Why it is better to allocate resources to Bottleneck activities first.

12. Why pressing problems may not be KPIs!

13. Understand the element of control within the process of setting measurements (Using Harman's LOC methodology).

14. Understanding Harman's COS™ and OCS™ methods on how to filter and measure what will help all other activities to be equally met.

ABOUT THE TRAINER

Dr. Harman

CM. BA (Econs Hons), BBA (Hons.) Cnd, DBA (USA)

Dr. Harman is currently a director and senior consultant of Regal Solutions International in Canada. Dr. Harman has many years of experience contributing towards organizational growth and development. As a consultant cum trainer he has benefited many companies in their effort to reduce cost, increase productivity, attain business stability and customer satisfaction. He has also spoken at several conferences and has conducted many public seminars from which 1000s of people have benefited from his vast experience. Dr. Harman conducts specialized programs with regards to Corporate Performance, Strategy Setting, Decision Making, Managing Risk, Staff Motivation, Customer Service and Sales.

His knowledge and experience in business operations and human aspects allow him to approach the training he is conducting on a specific topic in a holistic and integrated fashion. Participants give positive feedback after each of Dr. Harman's sessions, relaying their gratitude to his presentation and the learning experiences they have been exposed to. Dr. Harman has written more than 20 training manuals that are currently being used by Regal Solutions International Inc. He has also worked on KPI/BSC/ Performance Management projects from small to Public listed companies and is a much sought after Trainer cum Business Coach.

Participants for his programs have come from various organizations such as UAE University (UAE), Sheikh Saqr Government Program for Excellence (UAE), Electrical Industries Company– WESCOSA (UAE), MPH (Qatar), Giza Systems (Egypt), Service Ontario (Canada), Hunter Douglas, AAR, SAP, United Nations development Program, BERNAS, BERNAMA, MIDF, AMDB Berhad, MERCK, OOCL, Pioneer, International Islamic University, UMW Corporation, BASF– Petronas Chemicals, HSBC, Digistar Holdings, TUDM, HSBC, PETRONAS, Amway Malaysia, Cycle & Carriage Bintang Berhad, Sapura Systems, Pioneer, Amway, CTOS, Epic-I, Sitt Tatt Berhad, OOCL POS Malaysia, UNDP, CSS Foods, B. Braun, Hexagon Group, ARUP, Indadi Malaysia, Sapura Systems, Grenland, DagangNet technologies, Dynasty Hotel, GIVI, MHB, SM Group of Companies and many more. The Malaysian Institute of Accountants has also leveraged on his strength as a trainer & coach and have collaborated in offering Performance Management courses to its members.

PARTICIPANTS' COMMENTS

"This program was conducted in a very interesting manner. KPIs/BSC is no longer a boring or scary thing to be developed."...*Biz Analyst, DagangNet Technologies*

"The examples and applications presented on KPIs and BSC have given me the hope and clarified my earlier doubts about implementing such a tool for my department." ...*Senior Program Coordinator, INTAN*

"I Liked the humour of the trainer & participants in the group activities." *Admin Manager, BP Nam Yang Printers & Paper Box*

"I gained a lot of knowledge about how to set KPIs and the processes involved in setting a BSC." ...*Manager, Central Forwarding Agency*

"The course gave me a new perspective to decision making in management." ...*Manager, National Institute Of Public Administration*

"The program encouraged me to simulate my real work issues and work on our measurable solutions, Harman was of great help." ...*Marketing Manager, Maha Chemicals*

"The realistic examples given by Mr. Harman helped me easily understand the syllabus" ...*Senior Executive, CFA*

TRAINING METHODOLOGY The program will be conducted using Interactive & Motivational methods with emphasis on experiential learning. The trainer will ensure participants are involved throughout the program while having fun and maximizing learning.

To register please click on this link

Cancellation & Refunds

Registrations cancelled in writing & received by us:

a) 20 working days before the workshop commences are entitled to a FULL refund.

b) 10 working days before the workshop commences are subject to a 25% administrative & cancellation charge. Thereafter no refund will be given.

Substitutions from the same organization are allowed at no extra charge but prior notification is appreciated.

If a participant fails to report for the workshop, the FULL FEE is chargeable.

Disclaimer: The organizer reserves the right to make changes to the workshop schedule, topics and venue or to cancel if warranted by circumstances beyond its control.

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