PARTNERS IN KNOWLEDGE UK LTD
Suite No. 129
295 Chiswick High Road
LONDON W4 4HH



Performance Metrics & Benchmarking

PIK763-1027 TH-BK-1

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Place	: Bangkok	**Venue**	: Novotel Bangkok on Siam Square (392 44 Siam Square Soi 6, Pathum Wan, Khet Pathum Wan, Bangkok, 10330, THAILAND) - TBC		
Start Date	: 04-10-2027	**End Date**	: 08-10-2027	**PPP**	: £4950

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If you can't train them, you can't blame them!

Short Description:

COURSE OVERVIEW This training program explores vital methodologies for evaluating performance, promoting ongoing enhancement, and employing benchmarking to boost organisational efficiency. Participants will gain insights into the implementation of effective performance metrics, which are critical for assessing progress and identifying areas for improvement. By understanding these methodologies, individuals will be equipped to cultivate a workplace culture centred on continuous improvement, ensuring that the organisation remains agile and responsive in a competitive environment. Furthermore, the program emphasizes the strategic use of benchmarking as a tool for achieving organisational goals. By comparing performance metrics against industry standards or best practices, participants will learn how to identify gaps and implement actionable strategies to elevate their operations. This comprehensive approach not only drives efficiency but also fosters an environment of accountability and excellence, ultimately positioning the organisation for sustained success in its strategic endeavours.

Course Overview:

COURSE OBJECTIVES

By the end of this program, participants will be able to:

- Understand the principles of performance measurement.
- Recognise the significance of performance measurement in organisations.
- Implement continuous improvement strategies effectively.
- Utilise benchmarking techniques for performance comparison.
- Enhance organisational performance through best practices.
- Develop key performance indicators (KPIs) that align with organisational goals.
- Drive organisational success by optimizing performance and leveraging benchmarking.

TARGET AUDIENCE

- Quality Managers.
- Process Improvement Specialists.
- Operations Managers.
- Business Analysts.
- Organisational Development Professionals.
- Professionals focused on enhancing operational efficiency.
- Individuals involved in strategic planning and execution.

Program Outline:

DAY 1: Foundations of Performance Measurement

1. Exploring the concepts and frameworks of performance measurement.

2. Understanding the significance of performance measurement in achieving organisational success.
3. Recognising and choosing appropriate performance metrics.
4. Crafting Key Performance Indicators (KPIs).
5. Analysing case studies that exemplify effective performance measurement practices.

DAY 2: Continuous Improvement Strategies

1. An overview of continuous improvement methodologies (Kaizen, Lean, Six Sigma).
2. Spotting opportunities for enhancement through performance data analysis.
3. Executing process improvements to boost operational efficiency.
4. Involving employees in initiatives for continuous improvement.
5. Tracking and maintaining continuous improvement efforts.

DAY 3: Benchmarking for Organizational Excellence

1. Grasping the benchmarking process and its advantages.
2. Different types of benchmarking: internal, external, competitive, and functional.
3. Conducting benchmarking research to discover best practices.
4. Utilising benchmarking outcomes to foster improvement.
5. Collaborative group activity.

DAY 4: Integrating Performance Measurement with Continuous Improvement

1. Connecting performance metrics with goals for continuous improvement.
2. Leveraging data-driven insights to focus on improvement priorities.
3. Aligning performance measurement with the overall organisational strategy.
4. Fostering a culture of accountability and excellence in performance.
5. Tools and techniques for merging measurement and improvement.

DAY 5: Achieving and Sustaining Benchmarking Success

1. Approaches for maintaining benchmarking results over time.
2. Ongoing benchmarking for sustained performance enhancement.
3. Addressing challenges in benchmarking and continuous improvement.
4. Utilising technology and innovation in benchmarking processes.
5. Developing a strategic plan for ongoing performance and improvement.