



# Designing Business Key Performance Indicators

In today's competitive environment it is important organizations understand the need to have a business plan and even more have the ability to identify the key business measurements to support decision making. Organizations today are focusing on creating Alignment between the business plans and employees key performance indicators. The prime role of the business managers is to support the achievement of organizational goals by ensuring that relevant and innovative people, policies, practices and systems are in place so that the organizations achieve their goals.

This course takes a Three Dimensional Approach to Key Performance Indicators and Reward Management Programs. First, key performance indicator, or KPI, is a factor that helps to establish performance standards for businesses and individuals. Second KPIs form the base for "What to measure" question for measuring business performance & individual performance. The third dimension of Key Performance Indicators is establishing communication channel where organizations communicate the Expectations and employees communicate their commitments and achievements.

The second part of the course is to help participants understand the fundamentals of establishing a Reward Management Program. Reward Management is a blend of monetary and nonmonetary rewards offered to employees and it supports to generate valuable business results.

## Course Outcome

At the end of the course, the participants will have in-depth understanding of the following

1. Importance of measuring performance within organization
2. Importance of measuring HR performance
3. Establishing Key Performance Indicators and how to develop these
4. Understanding the Key Performance Indicator Templates
5. Hands on practice of developing and defining HR KPIs using Standard KPI Templates
6. Hands on practice of driving KPI values using Formula and support data

The course structure is a **hands-on workshop** that provides participants to revisit the concepts of HR Measurements and help them identify implementation of these in their respective organizations. At the end of the course, the participants would take a **set of practical tools & techniques** that they can apply in their daily operations with improved results.

### Module I: Organizational Alignment

- Strategic Management Life Cycle
- How Organizations Create Value for Stakeholders
- Organization – a process based view
- Identifying What to Measure – foundation for Key Performance Indicators
- Linking Organizational Performance with Individual Performance

### Module II: Key Performance Indicators

- What is Key Performance Indicator
- Objectives of KPIs
- Uses of KPIs

### Module III: Establish KPIs

- Identify and Design KPIs
- Advantage and Disadvantages of KPIs
- Types of Key Performance Indicators
- KPI Templates

### Module IV: Reward Management Program

- Introduction to Reward Management
- Types of Rewards
- 4 Ps of Reward Management
- Derivation of Total Rewards
- Job evaluation and types of job evaluation
- Wage gaps and contingent pay

## Who Should Attend

- Operations and Business Management professional
- Sales, Supply Chain Management, Finance, Information Technology professionals
- HR Generalist and HR Specialist
- HR Business Partners
- People Managers and Entrepreneurs
- Applies to all Commercial and noncommercial / social development organizations
- Business professionals seeking to explore HR as a career opportunity

