

**Course title:**

Key Performance Indicator (KPI)

**Course Description:**

This program is meant to improve the practical skills in working with KPIs. During the course, participants will learn everything essential about types of KPI's, how to formulate them effectively and to identify the purpose of the KPI's in line with organization's goals and objectives. The participant will be able to have a bigger horizon of understanding of KPI's after this course to enable him/her to articulate desired results, develop meaningful measures, increase focus on results, to be able to analyze and report the information and to focus on the drivers of future performance

This course will also take the participant through a case study.

**Course Learning Outcome**

- KPI Definitions and Terminology
- Types of KPI's
- How to design, create and manage KPI's
- When and where KIP's are applied
- KPI Characteristics
- How to set SMART KPI in line with Strategic Directions and targets
- KPI Measurements
- Critical success Factors
- Advantages and disadvantages of KIP's

**Course Certification:** At the end of the course, attendees will be presented with a KHDA (Knowledge and Human Development Authority's) attested certificate.

**Who should attend:** Public & Private Sectors Managers, Directors, Engineers, Supervisors, Quality and Excellence Officers, Team Leaders, Team Members, Policy Makers, students and anyone with an interest in the subject to enhance their knowledge and value to their professional profile.



- عضو في مؤسسة محمد بن راشد لتنمية المشاريع الصغيرة والمتوسطة.
- معترف عليه من قبل هيئة المعرفة والتنمية البشرية في دبي
- عضو في غرفة تجارة وصناعة دبي.
- مرخص من قبل دائرة التنمية الاقتصادية في دبي.