

Finding your organization's critical success factors

David Parmenter in his groundbreaking work has proved that many organizations are working with the wrong measures, many of which are incorrectly termed key performance indicators (KPIs). In his earlier web casts he pointed out that there are four different types of performance measures (key result indicators, result indicators, performance indicators and key performance indicators). He also went on to define what the seven characteristics of KPIs are.

This web cast is designed to help organisations from large multi nationals to organisations with less than 200 staff who want to implement winning KPIs. A prerequisite is to listen to the first 20 minutes of his introduction to winning KPI web cast (April 07) and his follow-up web casts on implementing winning KPIs (Dec07 and Jan 08).

In this web cast David will explain how organisations should approach finding their critical success factors. This exercise can be carried out in a relatively short period of time, will have a profound impact in the performance measures you chose, conveying to staff what really is important, and help streamline reporting.

This web cast will show the practical steps that can be carried out by an in-house team, and why carrying out this exercise may well be the major breakthrough in turning your organization from good to great!

David Parmenter is the CEO of waymark solutions. His work on KPIs is now recognised internationally as a breakthrough in the understanding on how to make performance measures work. His KPI book, published by John Wiley & Sons Inc., is now in the top ten performance management books on Amazon. His many articles have been published widely in leading management journals.

He has presented workshops and master classes on KPIs around the world. His speaking engagements in 2008 will cover Ireland, Scotland, England, Malaysia, Singapore, South Africa, Australia and New Zealand.

David has also worked for Ernst & Young, BP Oil Ltd, Arthur Andersen, and Price Waterhouse. David is a fellow of the Institute of Chartered Accountants in England and Wales.