

Transform your KPIs

Change your KPIs to accelerate performance

Two day masterclass 16 & 17 May 2019

Who will benefit?

This two day programme is suitable for staff responsible for monitoring and reporting the performance of a business unit, division or an organisation as whole.

The programme will be of particular benefit to:

- Human Resource Managers responsible for organisation wide performance measurement
- CFOs and reporting accountants responsible for reporting performance measurement on a regular basis
- CEOs and General Managers who are dissatisfied with performance measurement in their organisation and wish to scope out a complete revisit in performance measurement
- The team in charge of a balance scorecard implementation
- Consultants who wish to be certified on David Parmenter's winning KPIs methodology

What you'll gain

The workshop will enable you to:

- Transform your KPIs so they accelerate performance
- Understand the characteristics of KPIs that will deliver results
- Identify the difference between result and performance indicators
- Develop KPIs which will be relevant to your organisation
- Utilise the best practice reporting templates provided
- Identify your organisation's critical success factors
- Work with the practical electronic media provided in the course

Course format

This course will be held in a highly interactive workshop format with case studies, better practice examples and implementation guidelines.

Location:

Sydney

16 & 17 May 2019

Run in conjunction with ACCA and Professional Advantage
Award winning technology provider

Led by author, presenter & facilitator

David Parmenter

David is the author of the bestselling KPI book (now in 3rd edition) with more than 80,000 copies sold over ten languages. He is an international presenter known for his thought-provoking and lively sessions, which have led to substantial change in many organisations. David's work on KPIs is recognised internationally as a breakthrough in understanding how to make performance measures work. He has delivered workshops, in 32 countries, to thousands of attendees. He is the author of *The Financial Controllers and CFO's Toolkit – Lean Practices to Transform Your Finance Team*, *Key Performance Indicators for Government and Non Profit Agencies: Implementing Winning KPIs*, and *The Leading-Edge Manager's Guide to Success* (all published by Wiley). David is also a regular writer for professional and business journals.



Book through www.davidparmenter.com/KPImasterclass/register/

DAY 1: 9.00am - 4.45pm

What are Key Performance Indicators?

- Difference between the four types of performance measures
- The characteristics of a winning KPI
- How KPIs support business goals and strategy
- Understanding the need for past, present, and future measures
- The 10, 80, 10, rule for performance measures
- The importance of knowing your critical success factors

Finding the Critical Success Factors (CSFs) in Your Organisation

- Case studies
- The four step process
- How to run the two day CSF workshop
- Workshop: Brainstorm the success factors in sector groups
- Learn how to use sphere of influence mapping to find the success factors with the greatest influence (Airline example)
- Workshop: Shortlist the likely CSFs in your sector using the relationship mapping technique

How to Design Performance Measures

- Common measurement traps
- What we need to measure
- Wording of measures
- Removing measures where cost of measurement is greater than the benefit
- Evaluating measures
- Workshop: rewording performance measures
- Workshop: categorizing performance measures

How to Ascertain Performance Measures

- Using success factors to derive measures
- Workshop: Performance Measures in a couple of CSFs

Three Stage Process to Develop and Use Winning KPIs

- The seven foundation blocks
- Walk through the questionnaires, team worksheets and checklists, and workshops contained in the book

Feedback from the two KPI Masterclass run in KL

"The trainer's energy, passion and clear delivery of KPIs were very vital and useful"

Business Support, Astro

"The exercise sessions on identifying KPIs were very practical and extremely useful"

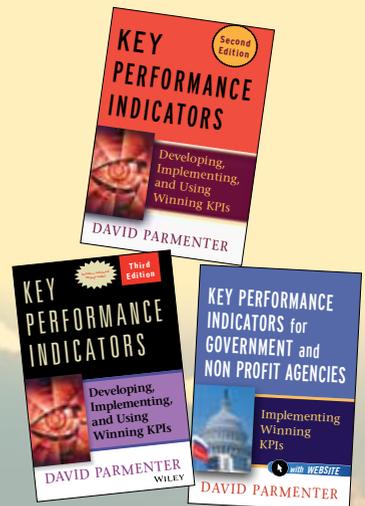
Group Finance, Telekom Malaysia

"David is very knowledgeable and an expert in this field. He is very helpful and gives answers immediately. The handouts were very comprehensive"

Head, Quality Division, Island & Peninsular BHD

"Dedicated speaker, lots of interaction between participants and the trainer"

Finance & IR, Sunway City



Book through www.davidparmenter.com/KPImasterclass/register/

DAY 2: 9.00am - 4.45pm

Selling and leading change

- Why you need to know about the three laws of performance
- The power of selling by the emotional drivers of the buyer
- Preparing the elevator pitch
- The sales pitch to the Board, SMT and Staff
- The eight stages of leading and selling change (John Kotter)

How to present your performance measures

How to improve your reporting of performance by the adoption of Stephen Few's work.

Better practice graphics

Maximising use of available software

Hierarchy of Reports to Staff, Management, and the Board

Workshop: Develop reporting formats for the board and the senior management teams

Getting performance measures into teams

How to train teams to develop measures

How to gerun the two day performance measures workshop.

Workshop: Develop generic scorecards for teams.

Case studies: covering different sectors

KPIs for your enterprise

A question and answer session where David shares his thoughts on your organisation's KPIs

KPIs: The Road Ahead – the implementation issues

- Introducing agile techniques to improve the likelihood of success (SCRUM meetings, Kanban)
- The next steps to take in the following five weeks
- Implementing KPIs in a not for profit organisation, small to medium enterprise

Understanding the myths of performance measurement that lead to failure

- By tying KPIs to pay you will increase performance
- Most measures lead to better performance
- All performance measures are KPIs
- Monitoring monthly performance measures will improve performance
- KPIs are financial and non financial indicators

Final Workshop:

Workgroups prepare a small PowerPoint presentation (3 to 4 slides) covering their new insights into the CSFs, performance measures they are taking back to work, their next steps, outline of their sales pitch.

Implementer Certification

David will be giving "winning KPIs implementer" certification to any attendees who attend this workshop and who complete a KPI project, using the methodology. The "winning KPIs" implementer status will become a sought after international accreditation entitling recipients the use of the latest intellectual property upon membership.

Book through www.davidparmenter.com/KPImasterclass/register/

Course Material

- All delegates will receive a comprehensive course manual covering David work on his upcoming edition
- Electronic versions of the templates in his book.

Programme schedule for each day

08:45 Registration

09.00 Morning session begins

10:40 Break — refreshments & networking

11:00 Morning session continues

12:45 Lunch

13:15 Afternoon session begins

14:40 Break — refreshments & networking

15:00 Afternoon session continues

16:45 Day concludes

7.0 CPD hours

Transform
your KPIs:
Change your KPIs
to accelerate
performance

What attendees have said about David

TWe worked with David in a series of web-based sessions to commence and develop our KPI office and measurement suite. He is an absolute expert in his field and provided excellent clarity, detail and insight into the clear differences between results and performance indicators which lead to the outputs. Whilst early in our journey, David's help and knowledge mean we are delighted with our progress to date, and couldn't have got to our current position without David's industry leading expertise.

Major Food company in the UK

We worked with David Parmenter's methodology since 2013. The 'winning KPIs' methodology works extremely well alongside the implementation of 'lean' in our business. I wholeheartedly recommend this book and methodology to those who have been tasked with developing KPI's that can change behaviours and deliver a broad range of improved business results.

Forestry company in New Zealand

The 'Knowing-Doing Gap' can be difficult to close. For Balance Scorecard fans, KPI consultant David Parmenter fills that gap. Written as an instruction manual for implementing performance measurement in any organization, this easy to read guide provides both context and content for a 'just do it' approach; implementing a successful performance measurement system this is, in any business sector. The approach is pragmatic, the steps are clear and doable, the materials don't give the answer, but they provide a well-defined space in which to write your own business particulars. This book does not belong on any manager's book shelf; it belongs on their working table. This one is a winner for those who want doing and not just knowing.

Performance author and presenter

I have read several of David's books in the past and this one is a classic. David is very practical and hands-on. This is not just theory. Also, I really love the different checklists etc.. That makes it very useful for projects.

European CEO

These masterclasses are hosted by Professional Advantage

Professional Advantage is an IT consulting and solutions company. We are one of Australia's most awarded technology providers with over 20 years' experience in helping organisations deliver more through its portfolio of industry leading software solutions. Our 250-strong team in 6 offices across Australia and internationally has successfully worked with over 1,000 organisations.

Focusing upon Financials, Operations, Workplace, and Industry, Professional Advantage is the solution to all your IT needs. We are trusted advisors and providers of Microsoft Dynamics 365; Office 365; Dynamics GP; Dynamics CRM; BOARD; Infor SunSystems; Qlik; UpBeat; PerformancePlus; XMPPro; Blackline; and Sharepoint.

We help businesses achieve more.

Become a High Performing Organisation:
Contact Professional Advantage

1800 126 499

www.pa.com.au

enquiries@pa.com.au

