



# KPI Development Program

2-day Key Performance Indicators (KPI)  
and Target Setting Development Workshop

8 & 9 October 2018  
Grand Millennium Kuala Lumpur



## An Overview

In today's business environment, organizations can no longer just strive on efficiency, they have to be effective. If organizations wish to continue to be successful, managing Human Capital has to be the number one priority. Managing performance measurement through Key Performance Indicators (KPI) is the key solution.

KPI is a good method to improve the overall productivity and grow the business in an organization. It is no longer just a tool, it is a "Strategic" Tool where it is an effective way of communicating key strategies into operational term.

Therefore, using the correct platform for people to consistently develop the "Right" KPI is critical and essential in order to help organization achieves long term sustainability.

The first step is to provide employees the basic knowledge and the ease to develop meaningful Key Performance Indicator consistently. The interactive program provided in this initiative together with the use of the SMART tool, enables employees a guided approach to easily select objective statements with specific measures as well as setting target and target range. It is important to note that there is no standardize approach to set target range.

## Complimentary

- Ready-to-used **KPI and Target Setting Templates** that can be implemented within the participants' own context easily and immediately.
- **60 Objective Statement Library** organized by Key Result Area clusters
- **400 measures Library** with fixed unit target type
- **Standard KPI** sets by Job Level with Detail definition and Target Setting Samplings
- A special **E-Book on the fundamental of Performance Management**
- **Performance Management Policies and Procedures** (Clear and precise procedures on how to carry out Annual Performance Management Exercise systematically and effectively)

## Key Learning Points

- Acquire the knowledge in developing and implementing Performance Standards company wide
- Understand the fundamental of Performance Measurement and the impact of a well-defined measurements
- Learn the systematic approach to develop meaningful Objective Statements and Measures using the automated Smart Tool provided based on the proprietary "**6 Steps To Performance Effectiveness**"
- Gain the cascading and alignment skills to relate individual performance measure to corporate performance
- Learn the science of setting effective and meaningful target using the automated Smart Tool provided based on the proprietary "**3 Steps To Quantitative Target Setting**"
- Learn the various proven approaches to set target ranges effectively based on specific measure types

# Program Schedule : Day 1

Day 1	Program Details
9:00 am - 10:30 am	<b><u>Orientation And Workshop Objectives</u></b> <ul style="list-style-type: none"><li>• Program objectives and training methodology</li><li>• Why is establishing performance measurements important to organization and individual</li></ul>
10:30 am - 10:50 am	<i>Tea Break</i>
10:50 am - 12:00 pm	<b><u>The Principle Of Developing Key Performance Indicators</u></b> <ul style="list-style-type: none"><li>• Basic Guide in developing Key Performance Indicators</li><li>• Use of Smart Principles and understand what are Lag and Lead Indicators</li></ul>
12:00 pm - 1:00 pm	<b><u>Measure Development</u></b> <ul style="list-style-type: none"><li>• Understand the differences between Measure Category and Focus Area</li><li>• Case Study and Analysis: Measure Development By Job Type</li></ul>
1:00 pm - 2:00 pm	<i>Lunch Break</i>
2:00 pm - 3:30 pm	<b><u>Objective Statement Development</u></b> <ul style="list-style-type: none"><li>• Definition of Performance Based Objective</li><li>• Learn the technique to develop meaningful objective statements</li></ul> <b><u>Objective – Measure Alignment</u></b> <ul style="list-style-type: none"><li>• Group Exercise: Relate Measure To Each Selected Objective Statement</li></ul>
3:30 pm - 3:50 pm	<i>Tea Break</i>
3:50 pm - 5:00 pm	<b><u>Unit Target Development</u></b> <ul style="list-style-type: none"><li>• Establish the Different Types of Targets</li><li>• Techniques to establish what is a "Right" target</li><li>• Summary of Day 1 Outputs and Learning Points</li></ul>

## Program Schedule : Day 2

Day 2	Program Details
9:00 am - 10:30 am	<b><u>Target Setting : An Overview</u></b> <ul style="list-style-type: none"><li>• Current Issues and the importance of setting Well Defined Target</li></ul>
10:30 am - 10:50 am	<i>Tea Break</i>
10:50 am - 12:00 pm	<b><u>Target Setting : The Process</u></b> <ul style="list-style-type: none"><li>• Define and finalize unit target for each of the measure</li><li>• Establish the required Work Standard of each measure</li><li>• Develop Formula for target setting for each measure</li></ul>
12:00 pm - 1:00 pm	<b><u>Target Setting : The Process</u></b> <ul style="list-style-type: none"><li>• Presentation and review the Work Standard and Formula outputs</li><li>• Determine the Frequency of formula details and other required conditions</li><li>• Set "Meet Target" of each measure</li><li>• Present and review the "Meet Target" outputs</li></ul>
1:00 pm - 2:00 pm	<i>Lunch Break</i>
2:00 pm - 3:30 pm	<b><u>Target Setting : The Process</u></b> <ul style="list-style-type: none"><li>• Determine what approach to be used for setting target range of each measure</li><li>• Set performance target range for each measure</li><li>• Present and review the performance target range outputs</li></ul>
3:30 pm - 3:50 pm	<i>Tea Break</i>
3:50 pm - 4:30 pm	<b><u>Target Setting : The Process</u></b> <ul style="list-style-type: none"><li>• Establish measuring instrument</li><li>• Finalize on all the required outputs</li></ul>
4:30 pm - 5:00 pm	<i>Program Summary</i>

## Facilitator



Your course leader, Anthony EL Tan, holds an honors degree in civil engineering and management studies from Leeds University UK. He is also certified with a Strategic Management and Balanced Scorecard Professional Certification from Balanced Scorecard Institute and George Washington University. With more than 25 years of experience, Anthony has helped in providing Performance Management Solutions to many prominent organizations like PDRM, MPC, Lam Soon, Telekom Malaysia Berhad, TNB Malaysia, SP SetiaBerhad Group, Borneo Eco Tour Malaysia, Wawasan Open University, IBBM, Otis Elevator Company (M) SdnBhd, ECM Libra Financial Group, AlamMaritim, Marie Stopes International, OCBC, Carlsberg, Ramunia Fabricators and many others.

Anthony is one of the very few consultants who have real practical experience in full implementation of Performance Management Solution through conducting corporate strategic review exercise, development and cascading of the balanced scorecard and alignment of corporate KPIs to Individual KPIs. In carrying his consulting work as well as conducting this workshop, he will use his facilitating and analytical skills, draw on his insights, strategies and experience from wide range of industries to impart knowledge and guidance on developing practical and usable solutions.

## Testimonials

“With their professional advice and excellent service, we’re happy to recommend their PMS solution to any company.”

**Alina Teoh**

*Assistant General Manager, Human Resource Management Group, AEON Credit Service (M) Bhd*

“I found the program to be very structured and in sequence to enable clarity of understanding and learning. Most importantly it was a very interactive program that allowed for lots of practice and accommodated any type of questions on the solution. Support and guided instructions were provided, even on a one on one basis to ensure clear understanding. Overall, a highly recommended program, that’s well facilitated and an excellent opportunity to be ahead of everyone else in implementing an innovative yet user friendly solution!”

**Naresh Prabhakaran**

*Group Head of Human Resources, Putrajaya Leisure & Services Group SdnBhd (PULSE Group)*

“This training has provided a systematic and practical approach to set-up an effective performance management solution. The Chief Facilitator, Anthony is very knowledgeable in performance management and able to share good practices and practical advice in this area. I find this training is very informative and beneficial.”

**Olivia Ong**

*Human Resource Manager, Human Resources Department, Genting Berhad*

“No doubt the facilitator Mr Anthony Tan has extensive knowledge of PMS concept. His approach is well define and structured to give clear understanding to what we need to focus and expand on in rolling out PMS effectively.”

**Md Al'freedom Yahya**

*Director of Human Resources, SuturaHarbour Resort*

“The practical and concept are well aligned to encourage better understanding.”

**Jill Chua**

*Senior Manager HR & Admin, Nam Cheong Dockyard SdnBhd*

“A very well thought through and comprehensive course to cover the important points to performance management, enabling participants to apply said knowledge in practice.”

**Lydia Kong Mei Ling**

*Business Transformation Manager, Alliance Logistics SdnBhd*

# Enrollment Form

Please register the following names for the 2-day Key Performance Indicators (KPI) and Target Setting Development Workshop.

**Company Name :**

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**HRDF Employer Code No :**

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**HRDF Training Provider No :**

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**Company Address :**

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**Telephone :**

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**Fax :**

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**Contact Person In-charge :**

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**Email :**

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**Name 1 :**

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**Position :**

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**Name 2 :**

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**Position :**

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**Name 3 :**

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**Position :**

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**Name 4 :**

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**Position :**

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**Name 5 :**

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**Position :**

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RM1950/Pax

HRDF Claimable

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**Cancellation and Transfer:** If the delegate is unable to attend, a substitute delegate is welcomed at no extra charge. Please provide the name and position of the substitute delegate at least 3 working days prior to the workshop. A refund, less **RM 500** administration charge will be made for cancellation received in writing on or before **[14th September 2018]**. Regrettably, no refund can be made for cancellation received after this date. The organizer reserves the right to make any amendments and/or changes to the program, venue, speaker replacements and/or topics if warranted by circumstances beyond its control.



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