



KEY PERFORMANCE INDICATOR PROFESSIONAL (KPIP) CERTIFICATION PROGRAM

Course Overview

The Key Performance Indicator Professional Certification Program provides participants with the tools they need to identify and measure the most meaningful indicators of success in their organization. Created by the Balanced Scorecard Institute and offered in association with the George Washington University Center for Excellence in Public Leadership, part of the College of Professional Studies the KPI certification is designed to teach best practices to anyone involved in developing performance measures.

It is a 5-day boot camp program that combines the entire course curriculum from the Part 1 and Part 2 courses and is the fastest and easiest path to KPI Profession Certification.

Who Should Attend

This course is recommended for those interested in learning best practices for performance measurement including identifying key performance indicators (KPIs) and using them to assess strategy efficacy. Courses are taught by highly experienced instructors with backgrounds in private, public, and non-profit sector organizations.

Center for Excellence
in Public Leadership

THE GEORGE WASHINGTON UNIVERSITY



Course Benefits

Participants will learn:

- Create buy-in and a culture of continuous performance improvement.
- Drive performance-informed budgeting and accountability
- Develop best practice KPIs, performance targets, and management dashboards.
- Improve performance of departments, teams, programs, projects, risks, and individuals
- Communicate performance information throughout the organization to better inform decision making.
- Develop and apply measures for their own organization.
- Use KPIs to identify, measure, and manage risks.
- Align KPIs by cascading objectives.
- Improve organization's skill in understanding and selecting performance measures.
- Reduce the cycle time of implementing new performance measures.

Course Learning Objectives

Sessions 1 & 2: Introduction to KPIs and KPI Development

- Introduction to Application Exercises, KPI Case Studies, Tools, Templates, and Supplemental Resources
- Introduction to KPIs and Strategic Management
- Different Types of KPIs
- Understanding Strategic Context and Goal Setting
- Developing and Mapping Strategic Objectives
- Creating the Right Performance Measurement Culture to Build Buy-in.

Sessions 3 & 4: Performance Measure Development Process

- The Process of Developing Performance Measures
- Step 1: Describe the Intended Result(s)
- Step 2: Understand Alternative Measures
- Using the Logic Model to Develop Alternative Measures
- Using the Process Flow Analysis to
- Develop Alternative Measures

Sessions 5 & 6: Performance Measure Development Process, cont.

- Step 2: Understand Alternative Measures, cont.
- Using the Cause-Effect Analysis to Develop Alternative Measures
- Step 3: Select the Right Measurement(s) for Each Objective
- Step 4: Define Composite Indices as Needed
- Step 5: Set Targets & Thresholds
- Step 6: Define and Document Selected Performance Measures

Sessions 7 - 10: Application course

- Development of strategic, operational, project, risk, and employee measures
- Creating KPI alignment by cascading objectives and managing with performance information.
- Learn an early-warning system that can be used throughout an organization to help improve performance.
- Applying the framework and learnings to an individualized KPI project that reflects improvements in their organization.
- Each participant will share their application project for peer and faculty feedback.



Registration

For online registration, please visit our website, or call or email us at: admin@balancedscorecardwa.org