

Plan to attend our next high-impact course on...



## Designing Business Performance Measures

If you are not measuring the right things, the right way, it's costing you time, money and customers!

*"You can't manage what you can't measure (or aren't measuring)"* expresses the fundamental principle of our **Designing Business Performance Measures** course. Providing participants with an increased awareness of the crucial role that properly designed and implemented measurements play in achieving business goals and objectives, our course will explore the relationship between business vision/mission/policy, business objectives and measurement systems. Students will engage in several small group exercises along with instructor-led discussions to gain the knowledge they will need to effectively design, align and integrate their organization's business performance measures.

### Key Features and Benefits:

#### For each attendee

- ... Gain a greater understanding of what you should be measuring
- ... Enhance your ability to design "the right" measures using the Performance Measurement Process (PMP)
- ... Increase your confidence in the performance data used to make decisions
- ... Expand your insight into how to implement improved performance measures
- ... Increase your ability to align performance measurements with company strategy and objectives

#### For the attendee's company

- ... Drive improved business results
- ... Enhance data-based decision making
- ... Reduce the number of conflicting performance measures
- ... Promote effective and efficient use of resources
- ... Improve customer satisfaction
- ... Achieve alignment of priorities throughout the company

**Course Fee - \$1495.00/person**

**Team Discount – send 3 people for the price of 2**

### Course Outline

#### Fundamentals of Performance Measures

- Defining Performance Measures
- Principles of Performance Measurements – Balance, Alignment and Integration
- Understanding key concepts of the balanced scorecard
- Towards a common language

#### Key Business Process and Measures

- Business frameworks/models
- Understanding the four characteristics of processes – inputs, linked activities, outputs and outcomes
- Identifying core business processes
- Defining the three levels of business performance measures (corporate, operational and individual/team)

#### Business Performance Measurement System (BPMS)

- Definition, objectives and pitfalls
- Examples of different frameworks/models
- JTI (BPMS) model

#### Designing and Aligning Corporate Level Performance Measures

- Understanding the capabilities required to participate in the market
- Developing Key Success Factors
- Understanding the present organizational condition
- Aligning Key Success Factors to Corporate Strategic Objectives
- Performance Measurement Process (PMP)
  - ... Link objectives to core processes
  - ... Determine process outputs/outcomes
  - ... Design and develop a complete Measures Definition
- Case study review
- Application exercises

#### Designing and Aligning Operational Level Measures

- Identify operational processes
  - ... Performance Measurement Process (PMP)
- Linking operational level measures to corporate measures
- Case study review
- Application exercises

#### Designing and Aligning Individual/Team Level Measures

- Identify individual team processes/activities
  - ... Performance Measurement Process (PMP)
- Linking Individual/Team level measures to operational measures
- Case study review
- Application exercises

#### Implementation Challenges

- Sources of resistance
- Systems perspective
- Rewards and recognition

#### Who Should Attend?

Leaders, managers and process owners responsible for improving operational performance and customer satisfaction

To register and for more information contact us at [www.jtisystems.com](http://www.jtisystems.com), [rick@jitipmap.com](mailto:rick@jitipmap.com) or (505) 710- 4999