



Accredited  
Certification  
International  
Limited

COURSE CODE:TKPI

Session: (ONE day)

## ~ Application of Key Performance Indicators (KPI's)

How do you know how your responsible division is performing if you do not measure your own performance? There is a great need in the every industry for identifying a set of common indicators to be used by executive and project managers in measuring their performance at the project level. This workshop allows the participant to know more about performance measurement and the mechanism of KPI framework.

### **OBJECTIVE**

- Understand the benefits of performance measurement Focus upon the practical issues of implementing a measurement process
- Explain how the measures combine to give an overall assessment of performance
- Explain how to instigate a customer feedback programme within your organization
- Explain how to create a scorecard, interpret performance Application of KPI

### **COUSE DETAILS**

- What is the key performance indicator (KPI) ?
  - An overview and the application
- How To Develop Key Performance Indicators
- Tools for setting 'KPI' for process monitoring
- How to use the KPI for performance management
- Use of Balanced Scorecard to develop KPI
- Use Benchmarking to develop Improvement Program
- Examples of applying KPI
- Discuss about the application of KPI

### **Methodology**

Presentation, workshops and experience sharing

### **Venue**

ACI training centre



國際認可認證有限公司

課程編號:TKPI

時間: (一日)

## 關鍵業績指標(KPI's) 的應用

如果你不作出衡量，又怎會知道你所屬部門的表現呢？於各個不同的行業中，均存在著對一種通用的指標，即行政人員及項目經理用以量化其公司管理指標有極大的需求。這工作坊能令參加者知道更多有關表現的量度及KPI的機制。

### 目標

- 明白衡量表現的好處
- 集中於研究實際執行衡量過程中所面對的問題
- 解釋衡量過程如何能提供整體表現的評估
- 解釋如何在公司內推動客人回饋方案
- 解釋如何做一個記分制及分析表現
- KPI的應用

### 課程詳情

- 何為關鍵業績指標(KPI)? - 概括與應用
- 如何展開關係業績指標
- 設置“KPI”流程管理的工具
- 如何運用KPI於業績管理
- 使用平衡記分卡以發展KPI
- 使用基準點以發展改善計劃
- KPI的應用例子
- 討論KPI的應用

### 方法

演講、工作坊及經驗分享

### 地點

國際認可認證有限公司培訓中心