

The Program is delivered by extensively experienced Consultants ...



Mihai Toma

Head of Professional Services MENA – The KPI Institute

Qualifications

- Bachelor's degree in Business/Managerial Economics
- Master's degree in Business/Managerial Economics
- Certified KPI Professional
- Certified Human Resources Manager
- Certified Master Trainer

Industries of Expertise

Government, Manufacturing, Good & Beverage, Construction, Banking, and Financial Services.

Locations

North Africa, Middle East, Europe, and Australia

Profile Overview

Mihai Toma is the MENA's Head of Professional Services at The KPI Institute, a research institute specialized in business performance which operates research programs in 12 practice domains ranging from strategy and KPIs, to employee performance and from customer service to innovation performance. The KPI Institute is also considered today the global authority on Key Performance Indicators (KPIs) research and education.

Below are highlights of Mihai's 10+ years of experience:

- Performance Management Expert with extensive experience as a Researcher, Trainer, Consultant and Analyst
- Extensive hands-on experience working with Performance Management and KPIs at the organizational, departmental and employee level
- Extensive experience as a Trainer and Consultant in the field of Strategy and Performance Management
- Extensive understanding and experience with the Performance Management Maturity Gap Analysis, Strategy Implementation and the KPI Framework
- Experienced with multicultural environments and multicultural team management

