

Program Overview

Certified KPI Professional



Handover Consulting ...

“Handover Consulting was initiated to partner with companies across the Middle East and provide them with unique and competitive consulting solutions to address their Recruitment and Human Resources challenges. Our team of specialists has been engaged with a number of multinational, regional, and local establishments and accordingly bring along solid operational and consulting capabilities in their areas of expertise.

Our vision for Handover Consulting is to become one of the leading and trusted consulting partners in Recruitment and Human Resources serving small, medium, and enterprise firms across the Middle East.

We would be honored to have the opportunity to be part of your successful future and for you to be part of our successful stories. We would love to provide you with more details on our services.

Please do not hesitate to contact us for further details or enquiries.”

Ali S. AlJa'bari
Founder and CEO



Introduction and Advantages of the program ...

- KPIs translate your business strategy into manageable, operational actions, based on the data you collect and monitor. They are an important component of the information needed to understand a company's progress. However, many businesses aren't leveraging the power that comes from understanding their data.
- KPI selection and data gathering are considered by professionals all around the world to be the most challenging aspects in working with KPIs. A way to address these challenges is to build a sound framework to measure KPIs, starting from the moment they are selected, until results are collected to be centralized in performance reports.
- This training program presents a rigorous KPI Measurement Framework that embeds 10 years of research in the field of key performance indicators and relies on best practices identified in the real business environment.
- The Certified KPI Professional program is developed by **The KPI Institute**, a research institute specialized in business performance. It 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 considered today the global authority on Key Performance Indicators (KPIs) research and education. (<http://www.kpiinstitute.org>)
- By attending the **Certified KPI Professional** program you will be able to:
 - ✓ Differentiate between objectives, KPIs, and initiatives
 - ✓ Understand KPI selection in different contexts
 - ✓ Apply best practice techniques to KPI selection
 - ✓ Document KPIs in a standardized template
 - ✓ Learn when and how to use benchmarking in target setting
 - ✓ Optimize the KPI activation and data gathering process



Who should attend the program ...

The **Certified KPI Professional** program is intended for a wide range of professionals including:

- **Professionals interested in Measuring Performance**

Professionals from different fields, such as Finance, Human Resources, Production, Logistics, Information Technology and others, interested in key performance indicators, will acquire the competencies needed to measure the performance of their team, department, or organization.

- **Top/Middle/Lower Management Professionals**

Executives or operational managers, regardless of their field of expertise, will gain the ability and knowledge to measure performance and maximize the value of using KPIs. The tools and resources offered as part of the Certified KPI Professional program enable managers to apply the concepts learned within their organizations, immediately after the course.

- **Performance Measurement Experts and Consultants**

For professionals like Data Analysts, Strategy Managers/Consultants, Performance Management Officers or Performance Architects, it is important to develop competencies in measuring performance, especially in terms of KPI selection and data gathering. Usually, this particular audience already has a performance measurement system set in place and the Course offers them the opportunity to learn the best practices used in this field and identify how their current processes and approaches regarding KPIs can be improved.



A simple and practical certification program ...

- The program is designed in a simple approach which ensures educating participants with the subject's concepts and best practices and testing their understanding through their successful completion of practical assignments.

Pre-Course

- Complete a questionnaire to determine a tailored and relevant learning experience.
- Take a short quiz to establish the current level of knowledge.
- Go through a series of documents to better understand the core-course content.
- Share your expectations regarding the training course.

Core Course

- Applying concepts in practical exercises, analyzing case studies and identifying solutions.
- Using templates to develop performance measurement instruments.
- Sharing experiences and best practices and creating a network of KPI Professionals.
- Constantly evaluating the participants' knowledge, through short quizzes to support the certification exam.

After-Course

- Initiate a discussion and contribute in a discussion opened by another participant.
- Create an Action Plan for the actions and initiatives you intend to implement after the training course.
- Watch a 45 minutes webinar presenting the KPI measurement as part of a system that ensures performance improvements and achievement of objectives.
- Create and submit a short PowerPoint presentation to present your colleagues the knowledge you have accessed during the training course.



Certified KPI Professional



Course Outline to be delivered in the Training Workshop ...

- Below is the outline of the course that will be delivered during the Training Workshop:

Day 1: A Standardized Approach to KPIs	Day 2: KPI Selection & Target Setting	Day 3: Data Gathering and Visualization
<p>The World of KPIs</p> <ul style="list-style-type: none"> Challenges in performance measurement The value added by KPIs KPIs concept map Governance <p>Understanding KPIs</p> <ul style="list-style-type: none"> KPI related terminology SMART objectives decomposed KPI lifecycle <p>KPI Typology</p> <ul style="list-style-type: none"> Leading vs. lagging KPIs Qualitative vs. quantitative KPIs Efficient vs. effective KPIs <p>KPI Taxonomy</p> <ul style="list-style-type: none"> Interdisciplinary systemic worldview KPI use case scenarios KPI DNA map 	<p>KPI Selection</p> <ul style="list-style-type: none"> KPI selection for organizational scorecard KPI selection sources KPI selection techniques <p>KPI Alignment</p> <ul style="list-style-type: none"> KPI alignment approaches KPI selection for corporate scorecard <p>KPI Documentation</p> <ul style="list-style-type: none"> KPI documentation form functions KPI documentation form design KPI documentation process <p>Working with Targets</p> <ul style="list-style-type: none"> Target setting process Challenges in working with targets Negative behaviors when setting targets Weights and indexes 	<p>Data Gathering</p> <ul style="list-style-type: none"> Data quality dimensions KPI reporting data sources KPI activation tools KPI activation techniques Working with data custodians Data collection methods <p>Data Visualization</p> <ul style="list-style-type: none"> Guidelines to designing efficient templates Usability in terms of visual design Scorecard and dashboard design <p>Review & Evaluation Test</p> <ul style="list-style-type: none"> Course review Certification Exam



The Program is delivered by extensively experienced Consultants ...



Alin Sonda

Head of Performance Audit Services – The KPI Institute

Qualifications

- Bachelor degree in Business Administration
- Certified Performance Audit Professional
- Certified Performance Audit Practitioner
- Certified Train the Trainer

Industries of Expertise

Oil & Gas, Manufacturing, Banking, Financial Services, Pharmaceuticals, and Telecommunications.

Locations

Africa, Asia, Middle East, Europe, and South America

Profile Overview

Alin Sonda is the Head of Performance Audit 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.

As a trainer, Alin has facilitated open, online and in-house training courses on Key Performance Indicators and Performance Auditing, designed to support performance measurement and improvement. He drives value for client organizations by training professionals, providing consulting services and solutions, to improve performance management practices. He is an experienced professional that worked for 10+ years in the banking sector. He acquired skills in performance measurement and improvement, training, coaching and coordinating teams, sales and project management, auditing and financial analysis. His areas of expertise focus on:

- Performance Measurement and Improvement
- Training, Coaching, and Executive Development
- Maturity Assessments
- Auditing and Risk Assessment



What Participants said about the Certified KPI Professional program ...



"From now on I will be working with KPI based on knowledge, not on feeling like before the course."

Majdi Asfour
Senior Manager – Retail Transformation, Etihad Bank



"The course was very comprehensive and informative. It helped me have a clear understanding of KPIs and developed my skills around setting my own department KPIs. Thank you."

Maha Ayish
Investment Associate, Abu Dhabi Capital Group



"A wonderful learning experience."

Ahmad Elhababbeh
HR Specialist Engineer, Arab Potash



"This course has been very useful because at the beginning I only had a vague idea about KPIs. The journey from the importance of organizational strategy, setting objectives, defining KPIs to measure objectives and projects was very insightful."

Saurabh Joshi
Commercial Manager, Mubadala Development Company



"Very fruitful course indeed."

Natasha Haddad
Performance Manager, Jordan Ahli Bank



"The training on KPIs gave me the right understanding about the process, starting with identification, to KPI's alignment, strategy and performance measurement, which will really add value to the organization."

Dhruv Goswami
Group HR Director, Applied Corrosion Technology



"Due to the nature of my current job in strategy and KPI setting, the content of the program is very detailed, excellent and useful in many ways, I returned to the workplace full of enthusiasm and ready to apply the knowledge that I got."

Talal Al Sahli
Governance Manager, Saudi Arabian Monetary Authority (SAMA)



"Great value in content, which could be easily applied to our organization."

Fahad Al-Hammadi
Head - HR Data Management & Analytics, Qatar Petroleum



Details of the CKPIP program to be hosted in Jordan ...

Below are the specific details for the program that will be delivered in Amman, Jordan:

Program Schedule

The program will take place from **22 to 24 April 2019** (8:30 am – 4:30 pm) in Amman, Jordan (**Bristol Hotel**).

Program Fees

The fee for the Certified KPI Professional program is **1,500 USD** (1,400 USD/participant for groups of 2 or more). The program fee is inclusive of:

- Participant folder with course material
- Tea/Coffee Breaks and Lunch available during workshop days
- A Certificate of Attendance (upon completion of the 3 workshop days)
- A Certificate of Completion (upon completion of the Certification Exam)
- A Certified KPI Professional diploma (upon completion of post-workshop assignments)
- Free access to a number of online resources from The KPI Institute.

Registration and Deadline

Please complete this [Registration Form](#) and send it to us as early as possible to confirm your registration in the program. The deadline for accepting registrations is **17 April 2019**.



Consider an in-house delivery of the program just for your company ...

- We have noticed an increase in demand from our clients to organize In-house training programs due to a number of distinctive advantages which include:
 - ✓ **Cost Saving:** the cost per delegate is typically less when compared to sending the same number to public training courses.
 - ✓ **Team Building:** a room full of delegates from different departments can encourage greater team work, awareness and understanding of each other's role.
 - ✓ **Industry Focus:** having this program delivered in-house for one company, provides the Trainer with more focus to concentrate on the company's specific industry, the best practices for measuring performance, and the common KPIs in such industry.
 - ✓ **Customized Training:** getting a group together allows all of the training and learning to be focused on the company and can discuss real, specific, and current examples.
 - ✓ **Convenient Schedule:** you will have the convince to decide the schedule and timing of the in-house program that ensures the availability of all of your employees and aligned with your working hours.

- **Contact us now on enquire@handover.consulting to provide you with more details and a customized offer for your company.**



Contact us now

We would love to provide you with more details on the program. Please do not hesitate to contact us for further details or enquiries.

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enquire@handover.consulting

<http://handover.consulting>

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Efficiency ... from Hire to Retire