

Program Overview

Certified KPI Professional (C-KPI)

20 – 22 April 2025, Amman





Handover Consulting is a dedicated partner for businesses across the Middle East, offering Consulting, Recruitment, and Training solutions. Our team of seasoned professionals leverages deep industry knowledge and practical experience to address your evolving business needs.

We are committed to delivering exceptional service and building strong, enduring partnerships with our clients. Our goal is to be your trusted advisor, helping you navigate complex challenges and achieve lasting success.

Whether you are a small business or a large corporation, we have the expertise to tailor our services to your specific requirements.

To learn more about how Handover Consulting can elevate your organization, please contact us today.



Ali AlJa'bari
Founder and CEO

Program Highlights ...

- 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



Advantages of the program ...

- **Comprehensive Course Material:** During the program you will be provided with a comprehensive information packed courseware which will be easy to re-use, reference, and share at the workplace or at home.
- **Networking Opportunity:** The program will be attended by many senior and junior professionals from various locations and industries. During the program, you will have the opportunity to network with these professionals and understand the types of Performance Management and KPI issues and practices used in their environment.
- **Consulting Opportunity:** As the program will be delivered by extensively experienced Consultants, you will have the opportunity to discuss, consult, and relate to Performance Management and KPI issues at your workplace and understand how such issues would be resolved.
- **Learning Best Practice Approaches:** Throughout the program, you will have the opportunity to learn various concepts related to Performance Management and KPIs as well as best practice approaches on how to build effective Performance indicators.
- **Professional Branding:** After successfully completing the program, you will have the opportunity to brand yourself with the title Certified KPI Professional (C-KPI).



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	Core Course	After-Course
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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 measurementThe value added by KPIsKPIs concept mapGovernance <p>Understanding KPIs</p> <ul style="list-style-type: none">KPI related terminologySMART objectives decomposedKPI lifecycle <p>KPI Typology</p> <ul style="list-style-type: none">Leading vs. lagging KPIsQualitative vs. quantitative KPIsEfficient vs. effective KPIs <p>KPI Taxonomy</p> <ul style="list-style-type: none">Interdisciplinary systemic worldviewKPI use case scenariosKPI DNA map	<p>KPI Selection</p> <ul style="list-style-type: none">KPI selection for organizational scorecardKPI selection sourcesKPI selection techniques <p>KPI Alignment</p> <ul style="list-style-type: none">KPI alignment approachesKPI selection for corporate scorecard <p>KPI Documentation</p> <ul style="list-style-type: none">KPI documentation form functionsKPI documentation form designKPI documentation process <p>Working with Targets</p> <ul style="list-style-type: none">Target setting processChallenges in working with targetsNegative behaviors when setting targetsWeights and indexes	<p>Data Gathering</p> <ul style="list-style-type: none">Data quality dimensionsKPI reporting data sourcesKPI activation toolsKPI activation techniquesWorking with data custodiansData collection methods <p>Data Visualization</p> <ul style="list-style-type: none">Guidelines to designing efficient templatesUsability in terms of visual designScorecard and dashboard design <p>Review & Evaluation Test</p> <ul style="list-style-type: none">Course reviewCertification Exam



Clients from Jordan who have previously participated in the Certified KPI Professional Program



البنك الأهلي الأردني
Jordan Ahli Bank



البنك العربي الإسلامي الدولي
ISLAMIC INTERNATIONAL ARAB BANK



Institute of Banking Studies
معهد الدراسات المصرفية



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 Energy



Delivered by an Extensively Experienced Trainer ...

Qualifications

- Bachelor's in Electrical and Communication Engineering
- Master's in Engineering and Management, Exeter University, UK
- PhD in Circular Economy, Sustainability, Excellence & Performance Management
- Project Management Professional (PMP)
- Portfolio Management Professional (PfMP)
- EFQM Certified Assessor
- Certified Performance Management Professional
- Certified KPI Professional & Practitioner
- Certified OKR Professional
- ISO 56001:2024 Lead Auditor
- ISO 31000:2018 Lead Auditor
- ISO 9001:2015 Lead Auditor
- SHRM - Senior Certified Professional (SHRM-SCP)
- Certified Green Belt 6 Sigma

Technical Specializations

- Performance Management Systems
- Balanced Scorecard Systems
- Excellence Models and Frameworks
- Management Consulting
- Project Management
- Training and Development
- Coaching and Mentoring
- Leadership and Talent Development

Experience Overview

- 15+ years of overall experience across the Middle East
- Vast experience spanning across diverse portfolio of industries including Government, Telecommunications, Energy, Financial Services, Health Care, Housing, and Education
- Solid experience in delivering Consulting projects in Performance Management, KPIs Development, Excellence Assessments, and Balanced Scorecards
- Extensive expertise in delivery of Training and Development programs, +2,500 trainers



Dr. Malek Ghazo

Detailed Schedule of the program ...

Program Schedule

The program will be conducted **Face-to-Face** from **20 to 22 April 2025** in Amman, Jordan **between 9 am – 5 pm**.

Program Fees

The fee for the Certified KPI Professional program is **1,400 USD** (1,350 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 before the registration deadline (**15 April 2025**) to confirm your registration in the program.



Program seats are limited. Book your seat now !!

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 and the best practices of the topic.
 - ✓ **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 convenience 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 our services.
Please do not hesitate to contact us for further details or enquiries.

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enquire@handover.consulting

<http://handover.consulting>