



IBS | معهد الدراسات المصرفية
INSTITUTE OF BANKING STUDIES

Key Performance Indicators Professional Certification (KPI-P)

28 May - 1 June, 2023





PROGRAM OVERVIEW

KPI and performance measurement development is a discipline that involves articulating what an organization is trying to accomplish and then identifying the most meaningful and useful indicators of success. Simply selecting standard measures from a long list of possible measures is not effective. Performance measures, or KPIs, are a key part of any strategic management system, as they are critical to assessing effectiveness of strategy implementation.

KPIs also help with analysis of the gap between actual and targeted performance, and with measurement of organizational effectiveness and operational efficiency. Operational measures, project measures, risk measures, and employee measures provide an early-warning system throughout an organization to help improve performance. Meaningful and strong KPIs provide insight into whether strategies are working, and whether programs, projects and services are on schedule, on budget, and delivered effectively. KPIs focus employees' attention on what matters most for success and allow for measurement of accomplishments.

The Balance Scorecard Institute (BSI), in association with the George Washington University College of Professional Studies (GWUCoPS) developed the KPI Professional Certification program as a comprehensive program for leaders, managers, or analysts who want to learn how to build, deploy, and sustain KPIs in order to improve organizational strategic or operational performance.

About the Balanced Scorecard Institute

The Balanced Scorecard Institute provides training, certification and consulting services to commercial, government, and non-profit organizations worldwide.

The BSI applies best practices gained from hundreds of consulting assignments and 5,000 trainees in Balanced Scorecard, strategic performance management and measurement, strategic planning, and change management to help executives, managers and analysts transform their organizations into "performance excellence" organizations.

The BSI also provides, through the balancedscorecard.org website, extensive resources, including case studies, white papers, articles, and other information based on lessons learned from extensive experience in building strategic management and performance measurement systems using their award-winning Nine Steps to Success™ Balanced Scorecard methodology.





PROGRAM OBJECTIVES

The program aims to:

- Provide participants with practical tools necessary to develop meaningful strategic and operational performance measures, and develops their skills through a series of practical application exercises.
- Teach participants how to use several tools, including the logic model and cause and effect, that are used by organizations around the world.
- Teach participants how to understand and articulate desired results, determine what to measure, set targets and thresholds, develop composite measures using lower-level performance measures, measure outcomes, outputs, processes, and inputs, and produce visually appealing reports and dashboards that better inform decision making throughout an organization.

By attending this program, you will:

- Recognize performance management as a key strategic and competitive differentiator
- Understand theory and application of corporate performance management through Balanced Scorecards (BSCs) and other frameworks for developing KPIs
- Create buy-in and a culture of continuous performance improvement
- Drive performance-informed budgeting and accountability
- Develop best practice KPIs, performance targets, and management dashboards
- Improve performance of departments, teams, programs, projects, risks, and individuals
- Communicate performance information throughout the organization to better inform decision-making

PROGRAM CONTENT

Days 1 – 3 (3 days)

The KPI Certification Part 1 course introduces KPIs and their strategic context, and then introduces participants to a step-by-step methodology that can be used to develop various types of KPIs. Through short lectures, case studies, and applied exercises, participants learn the fundamentals of KPI development, how to get true buy-in to performance measurement by building a performance measurement culture, and how to strongly align measures that drive improvement to strategy.



Days 4 – 5 (2 days)

The KPI Certification Part 2 (Application Course) This course is designed to help delegates who understand the fundamentals of performance management successfully, to develop their skills through a series of practical application exercises. The participants will also acquire an early-warning system that can be used throughout an organization to help improve performance.

Throughout the program, participants will be applying the framework and learnings to an individualized KPI project that reflects improvements in their organization. At the conclusion of the program, each participant will share their application project for peer and faculty feedback.

Methodology

This highly interactive program is packed with exercises and case studies to provide practical application of the methods and processes covered. Part 1 is the basic knowledge and Part 2 covers case studies implementing the original concepts learned. There are both group and individual exercises, with many opportunities to share experiences and ideas generated.

Exams

- Exam will be on the last day (last session) of the program (1st June, 2023)
- Final Exam: 40 Multiple choice or True/False questions
- Pass Rate: 75% required to pass (which means 30 out of 40 questions need to be answered correctly)
- Exam Duration: 75 minutes to complete the exam
- Retakes: 1 retake allowed in case a delegate does not pass the first time
- Exam date will be set at a later date.



Program Administration

Program Language:

The program will be delivered in English.

Target Audience:

This program is ideal for executives, managers, strategy or performance professionals, or analysts –who are involved in developing KPIs and responsible to create and use performance information to make better decisions.

Prerequisites:

- University Degree holders
- Professionals with minimum 7 years of experience
- Proficiency in English language

Training Delivery:

The program will be conducted at the premises of KIBS.

Program Date:

May 28 – June 1, 2023

Program Duration:

The program will last five (5) days. Sessions will be held from 8:30 AM – 4:00 PM.

Study Material:

KIBS will provide you with the program official Material Kit.

Methods of Training:

Hands-on with learning activities and case studies.

Certification:

Certifications are offered through Balanced Scorecard Institute (BSI) and The George Washington University Centre for Excellence in Public Leadership (GWUCEPL).



Application Deadline:

Nomination Forms need to be sent to KIBS maximum by Thursday 18 May, 2023

Attendance Policy

- Attendance and Participation in all originally scheduled days of the program is mandatory.
- Passing the exam is a must to get the program certificate.
- Successful delegates are jointly certified by The George Washington University College of Professional Studies and SMG; and offer CEU credit

Fees

Training program fees to be paid to KIBS (for candidates from non-member banks):

KIBS Training Program Fees	KD 900/-
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For Registration & Inquiries

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Trainer Profile



Rami Itani

Partner, Vanguards Consulting
President of ABPMP – ME Chapter

Rami is a Partner at VANGUARDS Consulting with 16+ years Strategy and Management Consulting experience for prestigious organizations such as Ernst & Young and PricewaterhouseCoopers. He is also the President of the Association of Business Process Management International (ABPMP) – Middle East Chapter and a Senior Associate at the Balanced Scorecard Institute (BSI).

Throughout his career, he supported multinationals improve organizational results by translating their strategy into operations from strategy formulation to business process reengineering and implementation.

Rami's strategy formulation and execution hands-on expertise includes the Performance Management, Business Planning, Balanced Scorecard framework, organizational design, business process management, workflow & manpower optimization, Lean Six Sigma management, as well as policies and procedures development in the areas of Human Resources, Finance, and Operations.

Rami regularly facilitates strategy formulation, strategy management, business modelling, business process re/design and Finance related workshops to a variety of clients across different industries such as banks, financial institutions, petrochemicals companies & government entities. He also acts as professional advisor to several General Managers, Executives and Government Officials within his areas of expertise.

He has a unique teaching style in which he uses real-world examples to help students comprehend concepts and approaches and how to apply them in everyday situations