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How to Set KPI with SMART Principles

HRD Corp
Claimable
Courses

(Programme No: 1000177432)

22 September 2023, Friday | 9.00 am –5.00 pm | ZOOM Virtual Platform

"Develop a set of KPIs that you can measure over time and use as yardsticks for positive change"

INTRODUCTION

Although KPIs are very common, businesses that are actually using KPIs effectively are not quite so common. Used properly, KPIs can make a huge difference to the success of a business.

Meaningful and strong KPIs provide insight into whether strategies are working, whether programs, projects and services are on schedule, on budget, and delivered effectively. KPIs focus employees' attention on what matters most to success and allow for measurement of accomplishments

There is so much power in the simple process of identifying and monitoring performance indicators. You become involved in what your employees focus on and what they need to achieve and when they do achieve the levels of improvement that you have set as goals, your people will also can congratulate themselves on success.

OBJECTIVES

- Adopt a positive mindset for KPIs
- Grasp concept of KPIs, Smart Goals for departmental /Individual performance
- Formulate Key Performance Indicators (KPIs) that is integrated with S.M.A.R.T criteria
- Distinguish between mere activities and KPIs
- Understand Key Result Area importance before setting KPIs

WHO SHOULD ATTEND?

Head of Department, Managers, Supervisors, Team Leaders and all who are responsible for setting Goals/KPIs for themselves or others.

METHODOLOGY

An interactive and practical approach incorporating group discussions/exercises, presentations and Brainstorming Sessions.

PRE-REQUISITE

- Good Internet / wifi connectivity
- PC / Laptop with good audio/visual
- Virtual platform - ZOOM

OUTLINES

Module 1: Performance Defined

- Meaning of Performance
 - Aspects that constitute Performance
- Misconceptions in Setting KPI
 - Common reactions & wrong direction in setting KPI

Module 2: Establishing Key Result Areas

- Focus Areas to set KPI
 - Determine Value Added activities / contributions in the Functions / Responsibilities we undertake

Module 3: Crafting Key Performance Indicators (KPIs)

- Principles in crafting KPI statements
 - Understanding the subject matter in setting Goals & Performance Standards
- S.M.A.R.T Principle application
 - Ensuring the KPI's set fulfils the SMART criteria

Module 4: Exercises

- Exercises in Applying SMART Principles
- Exercises in Crafting KPI

TRAINER PROFILE

Vanaja Sangarajoo

- **LLB (HONS)** – *University Of London*
- **MBA (INTERNATIONAL MANAGEMENT)**
– *Asia Pacific International Institute New Zealand*
- **CERTIFICATE IN STRATEGIC HR TRANSFORMATION & ORGANISATION DEVELOPMENT** – *Pennsylvania State University*
- **CERTIFICATION IN TRAINING (TTT/2776)**
- *Pembangunan Sumber Manusia Berhad*
- **FACILITATION CERTIFICATION (TQA) – Asian Strategy & Leadership Institute (ASLI)**

Vanaja has over 25 years of working experience in various industries ranging from Education, Manufacturing, Telecommunication, Property Development and Construction. She assumed positions as Head of Customer Quality Control, Head of Business Architecture, Head of Organisation Development and finally as Head of Human Resource Development in one of the Top 10 Best Employers in Malaysia.

Some of the portfolios that she has undertaken during her tenure in the various organisations includes:- Writing policies & procedures, Setting up departments, Implementing Human Resources initiatives, Conducting customer satisfaction surveys, Organisation health assessments, Establishing Company driven goals & objectives, Implementing Quality initiatives, Complaints/Grievance Management, Recruitment & Selection, Learning & Growth initiatives, Standardization of methods and practices, Induction Programs, Creating and implementing Change Management plans that minimize employee resistance and maximize employee engagement.

She strongly believes in People Management Practices and Learning & Growth principle as being one of the key elements for organisations to succeed. She has acted as change agent, with a flair for spotting and analysing problems and opportunities to guide top management in their efforts to transform and change the culture in the organisation.

Her area of expertise is to train and develop the company's internal capacity through its people to most efficiently and effectively sustain itself over the long term as well as developing & implementing organisational transformation strategy intended to change the beliefs, attitudes, values and structure of organizations so that they can better adapt to new challenges.

PARTICIPATING FEE (HRD Corp Claimable Course)

RM700.00 per person

Fee inclusive of Course Notes, Digital Certificate of Participation and 6% SST

For registration:

1. Please email us a copy of your registration form;
2. (HRD Corp Registered Employer) Please apply via HRD Corp e-TRiS for HRD Corp Claimable Courses scheme before training date (subject to approval), **Training fee claiming = RM700.00 per person**; and
3. (HRD Corp Registered Employer) Upon training completion, please fill up form **PSMB/SBL-Khas/JD/14** and return it to us immediately. The delay in returning the form will result in delay of the employer's submission of claims.

ORGANIZER (MyCoID: 791613A)

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