TECHNICAL
EDUCATION
ACADEMY

School of Business and Management

COURSE PROGRAMME

000010

HRMT016 - KPIs and Balanced Scorecard Development and Implementation

The main percentage of companies' failures in achieving their goals is not due to errors in the strategies development, but to the inability to effectively implement the developed strategic plans.



Learn from the Best in the Business!

Course overview

Intermediate level

Why take this course

The main percentage of companies' failures in achieving their goals is not due to errors in the strategies development, but to the inability to effectively implement the developed strategic plans.

In the course of this program, students will learn about modern and practiced methodologies for developing strategies and implementing them through managing KPIs at the level of departments and positions.

Who it is for and how it helps

Managers and specialists involved in strategic and organizational development, interested in improving the control, manageability and efficiency of the organization.

What you will learn

- use modern technologies for implementing the strategy based on the Balanced Score Card (BSC)
- apply methods for developing Key Performance Indicators (KPIs)
- implement cascading indicators to lower levels of management
- build an incentive system based on KPI
- effectively manage KPI accomplishment
- organize BSC / KPI development and implementation works

Curriculum

Modules 01–04

01 Strategic company management

- The role and place of strategic management in a company.
- Strategy, business processes and organizational structure unity principle.
- Strategic management processes.
- Problems of strategy implementation.
- Balanced Score Card system (BSC / KPI).

02 Strategic goals development of the company based on the BSC system.

- Definition of financial strategic goals of the company.
- Development of a product-market strategy and definition of the company's client goals.
- Selection of priority business processes for improvement and definition of operational corporate goals.
- Identification of key resources and resource strategic objectives development

03 Measuring the goals achievement using KPI

- What is KPI and what is its difference from ordinary indicators?
- Types and varieties of key indicators.
- Absolute and relative indicators.
- Key performance and efficiency indicators.
- Complex key indicators represented by indices, ratings and ranks.
- Criteria for selecting key indicators.

04 Development of corporate key indicators - KPI © based on the company's strategy

- Key indicators development for financial strategic objectives.
- Indicators of market value, profits, income and expenses.
- Development of KPI for a product-market strategy.
- Indicators that measure customers, products and other marketing aspects.
- Development of key indicators for priority business processes.
- Performance indicators, cost, duration and quality of business processes.
- Development of KPI for personnel, information system and other important company resources.

Curriculum

Modules 04–08 · Module 04 — continued

- Distribution of responsibility for achieving corporate key performance indicators

05 Cascading corporate key indicators to lower levels of management

- Levels of key indicators implementation.
- Cascading corporate key indicators to lower levels of management.
- Functional analysis of the work of structural units.
- Development of key indicators of structural units and positions. Planning target values for key indicators

06 Incentive system development based on KPI

- Determination of KPI weights for the position.
- Choosing KPI for inclusion in an incentive system.
- Determination of the ratio of fixed and variable part of salary.
- Determination of methods and formulas for calculating the premium part of the salary of the position depending on the KPI accomplishment.
- Individual and collective motivation.
- When is it advisable to include the same KPI in the system of motivation of various positions?

07 Managing the KPI accomplishment, improving the efficiency of structural units

- Management based on the BSC / KPI system.
- Collecting actual KPI values and carrying out a plan-actual analysis.
- Reporting system on the KPI performance of structural units and positions.
- The main areas of works for the improvement of efficiency and KPI performance of structural units and positions

08 BSC / KPI development and implementation works organization

- How to correctly organize the implementation of BSC / KPI system.
- Plan, stages and deadlines of the project.
- Key implementation issues and critical success factors.
- The role of senior management and staff in system implementation and operation.
- Basic techniques and measures to reduce resistance

Curriculum

Pre-course requirements

- Базовые знания и навыки в данной области

Joining the programme

Contact the Academy and quote course code 000010 to confirm dates, delivery format, prices and enrolment terms.

Training for your team

Tell us your business goals, the roles and number of participants, and your preferred dates and location. This will help us discuss the right training option.

Preparing for the programme

Read the pre-course requirements in this programme before enrolling.

Discuss your training needs

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