

Key Performance Indicators (KPI) Training Program

Course Title	Key Performance Indicators (KPI) Training Program
Country	London
Location	4/5 Star Hotel
Time	9:00 AM - 3:00 PM
Date	06 - 10 April 2026

Target Audience

- Managers and Supervisors
- Department Heads
- Planning and Monitoring Staff
- Quality and Performance Teams
- HR and Operations

Days 1–3: Classroom Training

Day 1 – KPI Fundamentals

- KPI concepts and importance
- KPI vs Metrics vs Targets
- SMART KPIs
- Linking KPIs to strategic objectives

Day 2 – KPI Design and Development

- Types of KPIs (strategic, operational, individual)
- Selecting appropriate KPIs
- Data sources and measurement methods
- KPIs in operations, maintenance, safety and HR
- Common KPI design mistakes

Day 3 – KPI Monitoring and Analysis

- Performance monitoring
- Gap analysis
- Linking KPIs to individual and team performance
- Dashboard concepts
- Management reporting

Days 4–5: On-the-Job Training (OJT)

Day 4 – Reviewing Existing KPIs

- Assessing KPI effectiveness
- Linking KPIs to daily tasks
- Observing data collection methods
- Practical improvement guidance

Day 5 – KPI Application and Decision-Making

- Monitoring live KPIs
- Analyzing results with supervisors
- Decision-making based on KPI results
- Improving reporting mechanisms
- Final session and recommendations

Training Outcomes

- Understand and interpret KPIs
- Design effective KPIs
- Monitor and analyze performance
- Use KPIs for decision-making
- Improve individual and organizational performance

Training Materials

- PPT presentations
- KPI guideline manual
- KPI templates
- Monitoring checklists
- Certificate of Completion