informatech

LEADERSHIP AND MANAGEMENT | LM-029

# KPI Measurement & Reporting


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# Course content

## Why Attend

Why Attend Key Performance Indicators (KPIs) are essential tools for measuring progress, improving accountability, and supporting better business decisions. However, many organizations struggle with selecting the right KPIs, collecting accurate data, and presenting results in a meaningful way. This course provides participants with practical tools to design effective KPIs, build reporting systems, analyse performance trends, and communicate results clearly to management and stakeholders.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, dashboard workshops, group discussions, reporting exercises, data analysis activities, and real workplace examples.

## Course Objectives

- Understand the purpose and value of KPIs
- Design SMART and relevant performance indicators
- Build effective KPI measurement frameworks
- Improve data collection and reporting accuracy
- Analyse trends and interpret performance results
- Create dashboards and executive reports
- Use KPIs to support strategic decisions
- Drive accountability and continuous improvement

## Target Audience

- Managers and Supervisors
- Team Leaders
- Business Analysts
- Performance Management Staff

# Course content

## Target Audience

- HR and Finance Professionals
- Project Managers
- Anyone responsible for monitoring and reporting performance

## Target Competencies

- KPI Development
- Performance Measurement
- Data Analysis
- Dashboard Reporting
- Strategic Thinking
- Decision-Making
- Communication Skills
- Continuous Improvement

## Course outline

### Day 1: Foundations of KPI Measurement

- Definition and purpose of KPIs
- Difference between KPIs, metrics, and measures
- Characteristics of effective and SMART KPIs
- Aligning KPIs with strategy and objectives
- Common mistakes in KPI selection
- Building a KPI measurement framework
- Exercise: Review and improve sample KPIs

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## Course outline

### Day 2: Designing KPI Systems and Data Collection

- Identifying critical success factors
- Selecting leading and lagging indicators
- Defining formulas, targets, and ownership
- Data sources and collection methods
- Improving data quality and consistency
- Governance for KPI management
- Exercise: Create KPI scorecards for a department

### Day 3: KPI Analysis and Performance Reporting

- Reading KPI trends and performance signals
- Variance analysis against targets
- Root cause analysis for underperformance
- Benchmarking internal and external results
- Writing clear performance commentary
- Turning data into management insights
- Exercise: Analyse a KPI performance report

### Day 4: Dashboards and Executive Communication

- Principles of effective dashboard design
- Visual presentation of KPI data
- Choosing charts and reporting formats
- Executive summaries and management reporting
- Presenting results to senior leadership

# Course content

## Course outline

- Storytelling with performance data
- Exercise: Build a management dashboard layout

**Day 5: KPI Improvement and Strategic Decisions**

- Using KPIs for continuous improvement
- Linking KPIs to accountability and incentives
- Reviewing and refreshing outdated indicators
- KPI use in strategic planning and forecasting
- Digital tools and automation in KPI reporting
- Final case study: Design a KPI reporting framework
- Course review and action planning

# Seminar dates

## Available seminar dates

Live dates and pricing for KPI Measurement & Reporting generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 9 - 13 November 2026 | Barcelona - Spain | Classroom | **€3,400.-** |
| 16 - 20 November 2026 | Istanbul - Turkey | Classroom | **€3,080.-** |
| 7 - 11 December 2026 | Amsterdam - Netherlands | Classroom | **€3,360.-** |
| 14 - 18 December 2026 | Istanbul - Turkey | Classroom | **€2,560.-** |
| 21 - 25 December 2026 | Paris - France | Classroom | **€3,520.-** |
| 4 - 8 January 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 1 - 5 February 2027 | London - U.K | Classroom | **€3,360.-** |
| 1 - 5 March 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 5 - 9 April 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 3 - 7 May 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 7 - 11 June 2027 | London - U.K | Classroom | **€3,360.-** |
| 5 - 9 July 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 2 - 6 August 2027 | Madrid - Spain | Classroom | **€3,400.-** |
| 6 - 10 September 2027 | London - U.K | Classroom | **€3,360.-** |
| 4 - 8 October 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 1 - 5 November 2027 | London - U.K | Classroom | **€3,360.-** |
| 6 - 10 December 2027 | Barcelona - Spain | Classroom | **€3,080.-** |