informatech

LEADERSHIP AND MANAGEMENT | LM-029

KPI Measurement & Reporting

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

NL
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands

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

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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
3 - 7 August 2026	London - U.K	Classroom	**€4,250.-**
10 - 14 August 2026	Kuala lumpur - Malaysia	Classroom	**€2,250.-**
7 - 11 September 2026	Amsterdam - Netherlands	Classroom	**€4,250.-**
14 - 18 September 2026	London - U.K	Classroom	**€3,850.-**
5 - 9 October 2026	Barcelona - Spain	Classroom	**€4,250.-**
12 - 16 October 2026	London - U.K	Classroom	**€3,850.-**
9 - 13 November 2026	Barcelona - Spain	Classroom	**€4,250.-**
16 - 20 November 2026	Istanbul - Turkey	Classroom	**€3,850.-**
7 - 11 December 2026	Amsterdam - Netherlands	Classroom	**€4,200.-**
14 - 18 December 2026	Istanbul - Turkey	Classroom	**€3,200.-**
21 - 25 December 2026	Paris - France	Classroom	**€4,400.-**

Live online option	Online delivery is available at €1,850.-.