KPI Based Performance Management System for Productivity Improvement & Talent Management

Complimentary - KPI System formats in Ms Excel, templates and 5 eBooks on KPI!
Free KPI & Performance Management Templates

BRIEF COVERAGE:
• Good & comprehensive performance management system
• How does KPI system work?
• Preparing KPI documents – maintain your JD as part of KPI
• How to use KPI System for Talent Management
• Using KPI for Performance Improvement
• Dealing with workplace issues tactfully using KPI system

With 15 years of research, a breakthrough on the most simplified and simple KPI set-up for any organization, the trainer is performance consultant for public listed companies & GLC.

Introduction

Most management in Malaysia today, only see KPI as a tool to ensure their people deliver the expected results within the agreed time frame. But unfortunately, many did not realize that KPI is not just a performance management system.

KPI system that properly designed for organizational development will certainly provide good option for Human Resource Development, Succession Planning and Business Productivity Improvement.

These 2 days program will be a think tank session for strategies and people in the Talent Management to get hold of high end knowledge on formulating framework for business growth.
Training Objectives

1. To provide conceptual understanding on KRA/KPI system
2. To enable participants to develop HRD framework using KPI system
3. To allow participants to acquire skills on how write KPI
4. To fully understand on the use of KPI system at various level of business process
5. To equip participants with skills on dealing with people and performance issues

Who Should Attend

1. Managing Director / Business Owners
2. CEO / COO
3. General Manager
4. Senior Managers / Managers
5. HR / Training Managers
6. Talent Management / HRD Managers

<table>
<thead>
<tr>
<th>Module</th>
<th>Contents</th>
<th>Area of Competency</th>
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</table>
| 1. Introduction to Performance Management System & KPI System | • General Idea of Effective PMS  
• Approaches of Various PMS  
• PMS in HR Process  
• Balanced Scorecard  
• KPI System | 1. General understanding on PMS  
2. Differentiate between Good versus Unorganized PMS |
| 2. KPI System for Talent Management – Area of Measurement | • Focus on Measurement  
• Competency versus Outcome  
• 80:20 Principle  
• 3 Areas of Measurement  
• Distribution of Weightage  
• Issues About Quantification | Develop understanding on  
3. Competency Based Assessment  
4. Outcome Based Assessment  
5. Distribution of Weightage |
| 3. Writing KPI – Getting The Best Results from Top to Bottom | • Setting KPI Templates  
• Performance Appraisal Format  
• Activities in Writing KPI  
• Methods of Quantification  
• Writing Job Description  
• Business Process Alignment | Ability to write complete set of KPI required documents :  
6. KPI Format  
7. Quantification  
8. Job Description |
| 4. KPI Forms for Various Human Resource Development Activities | • KPI Form for Hiring  
• KPI Form for Coaching & Mentoring  
• Talent Management / Succession Planning  
• KPI Form for Performance Appraisal | Able to apply KPI system throughout HRD process :  
9. Hiring  
10. Training & Development  
11. Productivity Improvement  
12. Final Appraisal |
| 5. Rewarding Methods in KPI System | • Rewarding Employees for Results  
• Individual versus Group Rewards | To have benchmark on:  
13. Right mixture of rewards for individual & group with outstanding performance |
|-----------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 6. Employee Relations Issues in KPI System | • Implementation  
• Disciplinary  
• Termination | Ability to apply KPI system when dealing with:  
14. ER matters |
| 7. Success Factor in Implementing KPI System | • Common Cause for Failure  
• Overcome Challenges – 80:20  
• Success Approach | To gauge best methods for:  
15. Successful implementation of Project - KPI System throughout the organization |

### Program Schedule

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<tr>
<th>Day 1</th>
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<tbody>
<tr>
<td>8:30 am – 9:00 am</td>
<td>Registration</td>
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<tr>
<td>9:00 am – 10:15 am</td>
<td>Training Start</td>
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<tr>
<td>10:15 am – 10:30 am</td>
<td>Morning Break</td>
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<td>10:30 am – 1:00 pm</td>
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<td>1:00 pm – 2:00 pm</td>
<td>Lunch</td>
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<td>2:00 pm – 3:30 pm</td>
<td>Training Continue</td>
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<td>3:30 pm – 3:45 pm</td>
<td>Tea Break</td>
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<td>3:45 pm – 5:30 pm</td>
<td>Training Continue</td>
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<td>5:30 pm</td>
<td>End of Day 1</td>
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Trainer's Profile

Raj Kumar
“Creating Impact through Innovation”

- CEO of Cleverbridge & Group of Companies
- M.SC (HRD), B.Econs (Hons), Adventure Learning (Aus)
- Certified Trainer (PPT, Aus) and Certified TTT (PSMB)
- Book Author & International Writer
- Performance Turn Around & Teambuilding Specialist

As trainer, he has been in the field of corporate development for the last 17 years. Management, People & Productivity Development is the crucial part of his consulting work. To date he has delivered more than 150 courses, that benefits more than 5,000 people.

Raj Kumar’s working experience span from Executive to Chief Executive of a public listed company. He has experience in Manufacturing, Property Development, Education and Management Consulting. He was already a Chief Executive at the age of 31, managing profitability and people of various levels.

As a person who focuses on full brain development, he is popularly known for these courses:
- KPI & Performance Turn Around
- Creative Sales Techniques
- Time Management & Priority Setting
- New Managers Development
- Leadership Development
- EQ & People Management Skills
- Results Based Team Building – with ROI Measurement

Just to name few of his BIG Brands that use his services – Petronas, SHELL, Bank Negara, Hong Leong, IJN, MAKNA, Maybank, IBM, PNB, Prime Minister Department, National Panasonic, UMW, Telekom, Tenaga Nasional, MISC Shipping, Nippon Paint, SKF Bearing, Public Bank, NAZA Group, KIA Motor.

Throughout all his training and consulting work, he challenges participants to move from their comfort to development zone. As such, he stress a lot on Thinking Out of Box and Innovation
**KPI Based Performance Management System**
*For Productivity Improvement & Talent Management*

### COMPANY / ORGANIZATION DETAILS

Company / Organization Name:  

Address:  

Name Of Contact Person: Mr/Ms  

Tel:  
Fax:  
Email:  

### Participant Details

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Total Amount Payable:  

**TERMS & CONDITIONS**  

Early bird fees – Enjoy early bird discount of RM 100 for registration with payment 2 weeks prior to training date.

**WRITTEN CANCELLATION:**  
Registration cancelled 7 days prior to the event is subject to charge of 50% of course fee.

**SUBSTITUTE:**  
A substitute may be made at any time at no extra cost.

**NOTE:**  
CLEVERBRIDGE reserves the right to make any amendments and / or changes to the event if warranted by circumstances beyond its control.