

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Performance Measurement: KPIs and Process Improvement

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

This course focuses on the development and application of Key Performance Indicators (KPIs) for effective performance measurement and process improvement. Participants will learn to design, implement, and analyse KPIs to drive organisational success and enhance operational efficiency.

Organisations often struggle to identify the right KPIs that align with their strategic goals, leading to ineffective performance measurement and wasted resources. This course addresses the critical need for professionals to understand how to select and implement KPIs that provide actionable insights. Participants will learn to assess current performance metrics, identify gaps, and ensure that performance is accurately tracked for continuous improvement.
By mastering KPI development, attendees will be equipped to make data-driven decisions that enhance operational performance and align with business objectives, ultimately driving organisational success and fostering a culture of accountability.
Participants will engage in practical exercises that simulate real-world scenarios, enabling them to design KPIs tailored to specific processes.
They will practise data analysis techniques to interpret KPI results and make informed decisions regarding process improvements. The course will also cover stakeholder engagement strategies to ensure buy-in for KPI initiatives, which is crucial for successful implementation. By the end of the programme, attendees will have developed the capability to create comprehensive KPI dashboards, monitor performance effectively, and lead process improvement initiatives that are grounded in solid data analysis.
This hands-on approach ensures that participants leave with applicable skills and tools.

Professional Problems This Course Is Designed to Solve

• KPIs that do not reflect business priorities.
• Inconsistent measurement definitions and unreliable comparisons.
• Performance reporting that does not lead to practical improvement.

Course methodology

The course employs a blend of interactive workshops, case studies, and hands-on simulations to facilitate learning. Participants will work in groups to analyse fictional organisational data, design KPIs, and present their findings. Each session culminates in practical exercises that reinforce the application of concepts, resulting in tangible outputs such as KPI dashboards and process improvement plans. Participants will also engage in peer reviews to provide feedback on each other's work, fostering a collaborative learning environment. This approach ensures that participants not only understand theoretical concepts but also apply them in practical, real-world contexts, enhancing their overall learning experience and retention of knowledge.



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Course objectives

By the end of this course, participants will be able to:
• Design effective KPIs tailored to organisational goals and processes.
• Analyse existing performance metrics to identify gaps and opportunities for improvement.
• Construct KPI dashboards that facilitate real-time performance tracking and decision-making.
• Evaluate the impact of KPIs on process efficiency and organisational outcomes through data analysis.
• Prioritise process improvement initiatives based on KPI analysis results and organisational needs.
• Justify the selection of specific KPIs to stakeholders for buy-in and support in implementation.
• Implement monitoring strategies for ongoing KPI assessment and adjustment to ensure relevance.
• Facilitate workshops for collaborative KPI development and process improvement initiatives.

Target audience

This course is suitable for:
• Performance Analysts: Focused on measuring and improving organisational performance.
• Operations Managers: Responsible for overseeing process efficiency and effectiveness.
• Quality Assurance Professionals: Tasked with ensuring product and service quality through performance metrics.
• Business Analysts: Engaged in data analysis to inform strategic decision-making.

Target competencies

Participants will develop competencies in:
• Ability to design and implement KPIs aligned with strategic objectives.
• Skill in data analysis for performance measurement and improvement.
• Competence in creating visual KPI dashboards for stakeholder communication.
• Expertise in prioritising process improvements based on performance data.
• Proficiency in justifying KPI selection to diverse stakeholders.
• Capability to facilitate workshops for KPI development and process improvement.

Course outline

Day 1: Understanding KPIs and Their Importance

Applied activity: Participants will analyse a fictional organisation's strategic objectives and propose three KPIs that align with these goals. They will consider industry standards and best practices while justifying their selections based on potential impact, ensuring they are relevant and actionable.
Output: A report detailing proposed KPIs with justifications and expected outcomes.



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09:00–09:54	Define Key Performance Indicators (KPIs) and their role in performance measurement.
09:54–10:48	Explore the relationship between KPIs and organisational strategy, including alignment with goals.
10:48–11:00	Identify characteristics of effective KPIs, such as specificity and measurability.
11:00–11:30	**Coffee break**
11:30–12:12	Identify characteristics of effective KPIs, such as specificity and measurability. (continued)
12:12–13:06	Discuss common pitfalls in KPI selection and implementation, including misalignment with objectives.
13:06–14:00	Review case studies of successful KPI applications in various industries.

Day 2: Data Collection and Analysis for KPIs

Applied activity: Using provided fictional data sets, participants will perform a data analysis to calculate initial KPI values and identify trends. They will present their findings to the group, focusing on implications for performance improvement and necessary adjustments to current processes.
Output: A data analysis report summarising findings, insights, and recommendations.

09:00–09:54	Identify data sources for KPI measurement, including internal and external data.
09:54–10:48	Learn methods for collecting and validating performance data to ensure accuracy.
10:48–11:00	Explore quantitative and qualitative analysis techniques for KPI evaluation.
11:00–11:30	**Coffee break**
11:30–12:12	Explore quantitative and qualitative analysis techniques for KPI evaluation. (continued)
12:12–13:06	Understand the importance of data integrity in KPI reporting and decision-making.
13:06–14:00	Discuss tools for data analysis and visualisation, including software options.

Day 3: Designing Effective KPI Dashboards

Applied activity: Participants will create a prototype KPI dashboard using fictional data, focusing on clarity and usability for stakeholders. They will present their dashboards to the class for feedback and improvement suggestions, ensuring they meet user needs and expectations.
Output: A visual prototype of a KPI dashboard with accompanying design rationale.

09:00–09:54	Understand the principles of effective dashboard design, including user experience considerations.
09:54–10:48	Learn to select appropriate visualisation techniques for KPIs to enhance clarity.



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10:48–11:00	Explore software tools for creating KPI dashboards, including Excel and BI tools.
11:00–11:30	**Coffee break**
11:30–12:12	Explore software tools for creating KPI dashboards, including Excel and BI tools. (continued)
12:12–13:06	Discuss best practices for dashboard maintenance and updates to ensure relevance.
13:06–14:00	Review examples of effective KPI dashboards across industries to inspire design.

Day 4: Implementing KPIs and Monitoring Performance

Applied activity: Participants will draft an implementation plan for their designed KPIs, including monitoring strategies, stakeholder engagement tactics, and timelines for assessment. They will share their plans with peers for critique, focusing on feasibility and impact.
Output: A comprehensive KPI implementation plan, including monitoring and engagement strategies.

09:00–09:54	Develop a KPI implementation plan for a fictional organisation, detailing steps and responsibilities.
09:54–10:48	Learn techniques for monitoring and reporting KPI performance to stakeholders.
10:48–11:00	Discuss the role of feedback loops in KPI management and continuous improvement.
11:00–11:30	**Coffee break**
11:30–12:12	Discuss the role of feedback loops in KPI management and continuous improvement. (continued)
12:12–13:06	Explore how to engage stakeholders in the KPI process for successful adoption.
13:06–14:00	Identify strategies for overcoming resistance to KPI implementation and ensuring compliance.

Day 5: Integrating KPIs into Process Improvement Initiatives

Applied activity: In groups, participants will develop a process improvement initiative based on KPI analysis, presenting their strategy and expected outcomes to the class. They will outline how KPIs will be used to measure success and track improvements over time.
Output: A detailed process improvement proposal that integrates KPI findings and outlines expected benefits.

09:00–09:54	Understand the link between KPIs and process improvement methodologies, such as Lean and Six Sigma.
09:54–10:48	Explore tools and techniques for assessing the impact of KPIs on process outcomes.
10:48–11:00	Learn to identify and prioritise process improvement initiatives based on KPI analysis results.
11:00–11:30	**Coffee break**



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11:30–12:12	Learn to identify and prioritise process improvement initiatives based on KPI analysis results. (continued)
12:12–13:06	Discuss continuous improvement cycles and their relation to KPI performance metrics.
13:06–14:00	Evaluate case studies where KPIs drove significant process improvements and organisational success.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,650.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Amsterdam Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,540.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Singapore Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,820.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,450.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Dubai Confirmed dates	11 Jan 2027	15 Jan 2027	**€3,150.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Vienna Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,940.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Frankfurt Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,650.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,450.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Paris Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,860.–**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Istanbul Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,650.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Barcelona Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,840.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Amsterdam Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,540.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,820.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
London Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Dubai Confirmed dates	10 May 2027	14 May 2027	**€3,150.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**
Cape Town Confirmed dates	17 May 2027	21 May 2027	**€1,890.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
Frankfurt Confirmed dates	24 May 2027	28 May 2027	**€2,650.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,450.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.–**
Paris Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,860.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Istanbul Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,650.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Rome Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,450.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,540.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Singapore Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,820.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
London Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,890.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Dubai Confirmed dates	13 Sept 2027	17 Sept 2027	**€3,150.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.–**
Frankfurt Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,650.–**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,450.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.–**
Paris Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,860.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.–**
Istanbul Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,650.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Amsterdam Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,540.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Singapore Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,820.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
London Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,450.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

info@smart-horizon.eu
Amsterdam
The Netherlands

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