

KPI Mastery Training Course: Build, Implement, and Sustain Strategic Performance Indicators

15 – 19 November 2027
Vienna

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KPI Mastery Training Course: Build, Implement, and Sustain Strategic Performance Indicators

Ref: 53_37180 **Date:** 15 – 19 November 2027 **Location:** Vienna **Fees:** 5700 Euro

Course Overview:

The course is a hands-on, results-driven program. This training demystifies KPI development through structured steps, including KPI trees, stakeholder engagement, dashboard prototyping, and sustainability strategies. Participants will learn how to develop KPIs tailored to organisational goals, avoid common pitfalls, and implement a transparent, data-informed performance management system. Real-world examples, stakeholder communication techniques, and tools such as the RACI matrix and FMEA for KPI risk management are covered.

Target Audience:

- Performance Analysts
- Business Intelligence Officers
- Strategy & Planning Managers
- Operations Managers
- HR and Finance Professionals
- Department Heads
- Continuous Improvement Consultants

Targeted Organisational Departments:

- Strategy and Planning
- Business Intelligence & Data Analytics
- HR and Workforce Planning
- Finance and Risk
- Operations & Service Delivery
- Executive and Senior Management

Targeted Industries:

- Financial Services
- Government & Public Sector
- Healthcare & Pharma
- Manufacturing & Supply Chain
- Telecommunications
- Utilities & Energy
- IT and Software Services

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Course Offerings:

By the end of this course, participants will be able to:

- Build KPI trees that align performance indicators with strategic goals
- Develop meaningful KPIs using shortlisting techniques
- Create stakeholder-driven KPI systems using RACI and communication plans
- Prototype dashboards and improve KPI reporting accuracy
- Use SMED for efficient data collection and apply FMEA to mitigate KPI risk
- Sustain KPI systems through SLA agreements and business integration
- Avoid common KPI failures by applying checklist-based methods

Training Methodology:

This course utilises adult learning principles, combining interactive theory, application, and peer learning. Each session blends expert-led presentations, live group discussions, case studies, and real-time exercises. analyse data, and map KPI processes. Participants engage in hands-on group activities to build KPI Trees, conduct stakeholder analyses using RACI, and explore methods such as FMEA and SMED to improve KPI collection. Daily reviews and feedback loops reinforce learning outcomes. This blended approach ensures high retention and on-the-job application.

Course Toolbox:

Note: Tools are provided as frameworks and insights, not licensed software for requesting licensed software please contact our team to let them know

- KPI Tree templates
- KPI Shortlisting Matrix
- Communications Planning Checklist
- FMEA Risk Worksheet
- RACI Stakeholder Matrix
- Dashboard Prototyping Examples
- KPI System Maturity Assessment Guide
- Real-world case studies

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Course Agenda:

Day 1: Strategic Clarity & Objective Alignment

- **Topic 1:** Understanding What KPIs Are Definitions, Purpose, and Relevance
- **Topic 2:** Identifying the Strategic Purpose Behind KPI Development
- **Topic 3:** Differentiating Between Mission Statements and Strategic Objectives
- **Topic 4:** Evaluating Strategy Fitness Using Checklist Tools
- **Topic 5:** Linking KPIs to Vision and Core Business Goals
- **Topic 6:** Common Pitfalls of Misaligned KPIs
- **Reflection & Review:** Assess your own organization's strategy readiness for KPI deployment

Day 2: Stakeholder Engagement & KPI Tree Development

- **Topic 1:** Stakeholder Mapping and the RACI Matrix Approach
- **Topic 2:** Building a Communications Plan for KPI Rollout
- **Topic 3:** Running Effective Stakeholder Interviews and Workshops
- **Topic 4:** Visual Communication Principles Tufte & Few
- **Topic 5:** Designing and Facilitating Effective KPI Tree Workshops
- **Topic 6:** Linking KPIs to Tactical and Operational Metrics via KPI Trees
- **Reflection & Review:** Stakeholder dynamics and longlist creation using KPI Trees

Day 3: Shortlisting and Defining Effective KPIs

- **Topic 1:** Using the Importance vs. Availability Matrix to Prioritize KPIs
- **Topic 2:** Facilitating KPI Shortlisting Sessions with Teams
- **Topic 3:** Documenting KPI Definitions and Ownership
- **Topic 4:** Managing Risk of Data Inaccuracy and Political Interference
- **Topic 5:** Aligning Measures to Objectives with Logical Frameworks
- **Topic 6:** Data-Driven Decision Making and Metric Validity Checks
- **Reflection & Review:** Create and evaluate a KPI shortlist with real-world application

Day 4: Dashboard Prototyping and System Integration

- **Topic 1:** Prototyping KPI Dashboards and Report Templates
- **Topic 2:** Evaluating Tools for Dashboard Visualization Excel, Mind Maps, Wire Trees
- **Topic 3:** Visual Clarity vs. Data Density: How to Design Usable Reports
- **Topic 4:** Linking Dashboards to Stakeholder Expectations and SLA
- **Topic 5:** Validating Prototype Dashboards Through User Testing
- **Topic 6:** Creating KPI System Maps for Data Collection and Reporting Flow
- **Reflection & Review:** Build and critique a dashboard prototype and reporting model

Day 5: Sustaining, Reviewing, and Improving KPI Systems

- **Topic 1:** Implementing SLAs for KPI Reporting and Review
- **Topic 2:** Data Collection Optimization Using SMED and Lean Methods
- **Topic 3:** Applying FMEA to KPI Risk Management
- **Topic 4:** Root Cause Analysis and the KPI Improvement Cycle
- **Topic 5:** KPI Governance: Ownership, Maintenance, and Handovers
- **Topic 6:** Monitoring KPI System Health Over Time
- **Reflection & Review:** Final workshop on KPI lifecycle sustainability and action planning

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

Participants should have at least 2–3 years of experience in business operations, analytics, or management. Familiarity with data-driven decision-making is helpful but not required.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4-5 hours, with breaks and interactive activities included. The total course duration spans one week, approximately 20-25 hours of instruction.

How does the Importance vs. Availability Matrix help in KPI shortlisting?

The matrix allows teams to visually prioritize KPIs based on their business value importance and ease of access to reliable data availability. This ensures effort is focused on feasible and high-impact KPIs.

How This Course is Different from Other KPI Courses:

This course stands apart from traditional programs by utilising the Results-Oriented KPI System ROKS framework, developed by Bernie Smith in "KPI Checklists." It combines structured checklists, hands-on stakeholder engagement, and data risk mitigation through FMEA, alongside SMED for streamlining processes.

Emphasising the creation of sustainable systems and the avoidance of common pitfalls, participants will learn to apply KPI development across departments. With practical templates, real business cases, and workshop-style sessions, this course focuses on actionable methods that address real-world challenges.