

# DEVELOPING KEY PERFORMANCE INDICATORS (KPI) FOR HIGHER PERFORMANCE

This workshop will introduce the participants to the concept & process of developing key performance Indicators to enhance business results.

BY G. SUBRAMONEYAM

SRMSB IS A WHOLLY-OWNED SUBSIDIARY OF SARAWAK ECONOMIC DEVELOPMENT CORPORATION (SEDC) UNDER ITS TOURISM & LEISURE DIVISION.

## SPECIAL DISCOUNTS

As our participant, you are entitled to very special discounts...

- Stay at Grand Margherita Hotel Standard room with breakfast for 2 from RM200++ per room/night (run of the house).
- Stay at Riverside Majestic Hotel Superior room with breakfast for 2 from RM220++ per room/night (run of the house).
- Stay at Damai Beach Resort for 2 at only RM180.00 nett per room/night (run of the house).
- Special entrance rates to Sarawak Cultural Village.
- Special green fees plus use of buggy at Damai Golf & Country Club.

*(Terms & conditions apply)*

## KEY TOPICS

### Introduction

#### Key Performance Indicators

- What are KPIs?
- Purpose of KPIs
- Essential features of KPIs
- Process of developing KPIs

#### Understanding Your Mission, Vision & Strategy

- Mission
- Vision
- Business level strategy
- Customer value proposition strategy
- Activity #1: Measuring your mission, vision & strategy

#### Developing Shareholder Value Model

- Exercise
- Shareholder value model

#### Develop Strategy Map

- Meaning and importance
- Activity #2 : Develop strategy map

#### Develop Organisational KPIs

- Activity #3 : Develop goals & measures
- Finalising measures

#### Setting Targets & Identifying Strategic Initiatives

- Meaning and importance of targets
- Different types or targets
- General guidelines
- Meaning of initiatives
- Developing right initiatives
- Mapping initiatives to objectives

#### Cascading Down The Organisational KPIs

- Value creation by div / dept
- Dept strategy map
- Activity #4 : Developing dept strategy map
- Activity #5 : Developing dept KPIs

#### Individual KPIs and PMS

- Develop new PMS form
- Activity #6 : Completing the form

#### KPIs and Reward System

- Linking KPIs to Rewards
- Performance score
- Distribution of rewards

#### Question & Answers

#### Course Evaluation



#### DATE :

22-23 October 2009

#### WORKSHOP DURATION :

Two (2) Days  
(9.00am-5.00pm)

#### VENUE :

Riverside Majestic Hotel

#### INVESTMENT :

RM 1,550.00 per pax

#### CLASS SIZE :

Max 35 participants

#### EARLY BIRD DEADLINE :

01 October 2009

#### CLOSING REGISTRATION :

13 October 2009

For registration / more details please contact:

Sara Resorts Management Sdn Bhd

9th Floor, Menara SEDC, Jalan Tunku Abdul Rahman 93100 Kuching

Tel: 082-414377

Fax: 082-428824

Contact Person:

Brian Mathew / Jorinda Chee / Shirley Poh

Or log on to our

website:

[www.sedctourism.com](http://www.sedctourism.com)

HRDF CLAIMABLE

# DEVELOPING KEY PERFORMANCE INDICATORS (KPI) FOR HIGHER PERFORMANCE

This workshop will introduce the participants to the concept & process of developing key performance Indicators to enhance business results.

BY G. SUBRAMONEYAM



DATE : 22-23 October 2009

WORKSHOP DURATION : Two (2) Days (9.00am-5.00pm)

VENUE : Riverside Majestic Hotel

INVESTMENT : RM 1,550.00 per pax

CLASS SIZE : Max. 35 participants

EARLY BIRD DEADLINE : 01 October 2009

CLOSING REGISTRATION : 13 October 2009

## WORKSHOP OBJECTIVES

After attending this workshop, participants will be able to:

1. Explain the meaning and importance of KPIs;
2. Explain the process for developing KPIs;
3. Develop organisational KPIs;
4. Develop divisional & departmental KPIs;
5. Align KPIs with performance management system; and
6. Align KPIs with reward strategy.

## METHODOLOGY

Traditional classroom lectures to highly trainee-centres approaches using the experiential learning concept such as group case studies, demonstrations, discussion and presentations.

## DESIGNED FOR

Senior & middle management groups.

## WORKSHOP FACILITATOR

**G. Subramoneyam** has more than 22 years of hands-on experience in the area of Human Resources Management, both at operational and strategic levels. He has worked in manufacturing and service industries. For the last 16 years, he has held a number of senior management positions, holding various posts ranging from Personnel Manager, Human Resources Director, Area Director, Country Director and Regional Director of Human Resources for a leading service organization in the Asia-pacific region.

He received his first degree in Arts from University of Malaya, obtained his Law degree from University of London and thereafter his MBA from University of Portsmouth, UK.

He has presented many papers in international seminars and has extensive experience in lecturing MBS students from a wide variety of industries on subjects like Organisational Behaviour, Human Resource Strategy and Strategic Management.

He specializes in the areas of Strategic Management, Balanced Scorecard, Change and Culture Management, Human Resource Strategy, Performance Management and Leadership Development. He has designed and developed various programs to suit the specific needs of Malaysian workforce.

He has conducted various public workshops on Balanced Scorecard, Strategic Management, HR Scorecard, Performance Management System, Training Needs Analysis, Measuring the Effectiveness / ROI of Training, Train-The-Trainer, Competency-based behavioural Interviewing Skills, etc. He has also facilitated numerous in-house workshops on Strategic Management, Balanced Scorecard, Change Management, Developing Strategic Plan, Competency-based Behavioural Interviewing Skills, etc. for service, industrial, government and non-profit organisations.

He has designed and implemented the Balance Scorecard for service, manufacturing, and non-profit organisations. He also undertakes "Rejuvenating The Organisation" project, a strategic change management process designed by him to turnaround organisations in terms of strategy formulation and implementation to enhance shareholder value.

Subra is the founder and Managing Director of a Class A management consulting and training provided specialising in People and Strategy management.

HRDF CLAIMABLE

For registration / more details please contact:

Tel: 082-414377 Fax: 082-428824

Contact Person: Brian Mathew / Jorinda Chee / Shirley Poh

Or log on to our website: [www.sedctourism.com](http://www.sedctourism.com)

**REGISTRATION FORM (for public programmes only)**

**PROGRAMME TITLE** DEVELOPING KEY PERFORMANCE INDICATORS (KPI)  
FOR HIGHER PERFORMANCE

**PARTICIPANTS' INFORMATION**

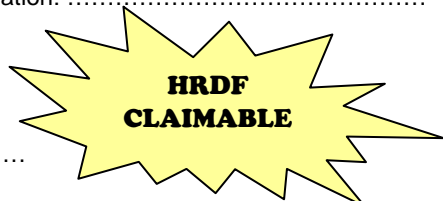
Name: ..... Designation: .....

Name: ..... Designation: .....

Name: ..... Designation: .....

**COMPANY'S INFORMATION**

**HURRY!...EARLY BIRD**  
**Enjoy 10% discount**



Organization: .....

Address:.....

.....

Approving Personnel:.....

Telephone No:..... Fax No:..... Email:.....

Signature and Company Stamp:..... Date:.....

**PAYMENT**

Enclosed please find:  Cheque No..... RM..... No. of pax.....  
*(please tick either one)*

Service Order No..... RM..... No. of pax.....

Name of Beneficiary : SARA RESORTS MANAGEMENT SDN BHD  
Address : 9th Floor, Menara SEDC, Jalan Tunku Abdul Rahman, 93100  
Kuching, Sarawak.  
: RHB Bank Bhd

**Cancellation Policy:** A full refund will be made for cancellation in writing not less than 14 days prior to the programme, 25% refund for cancellation not less than 7 days prior to the programme. Regrettably, no refund can be made for cancellation made after that. Substitution allowed.

**(SARA Resorts Management Sdn Bhd (SRMSB) reserves the right to cancel or postpone the programme or make changes to the programme contents).**

*(For SRMSB Office Use Only)*

No. of participants:

Course fee per pax:

Discount (if applicable):

Total Fee:

---

For enquiries, please contact us: Sara Resorts Management Sdn Bhd (261450-A)  
Tel: 082-414377 Fax: 082-428824  
Contact person: Brian Mathew / Jorinda Chee / Shirley Poh  
Email: info@sedctourism.com  
Website: www.sedctourism.com

---