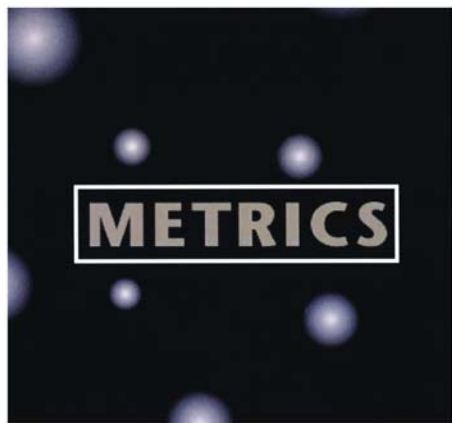


# ***Performance Metrics***



# *Performance Metrics Workshop*

**P**ut the right metrics system in place, and performance improvement is practically guaranteed. The key is knowing what to track, being disciplined about it, and aggressively managing that data toward better results.

This workshop coaches participants on the fundamentals of performance metrics. It's designed out of our deep background of experience consulting to America's best companies on process design and performance improvement. Our techniques put new power behind goal setting, bringing out people's best and giving the company a far better chance of hitting its primary business targets. The message comes through loud and clear that metrics serve as a superb focusing device for the entire workforce. As the saying goes, "What gets measured becomes important."

## **Agenda**

**Module 1: Fundamentals of Process Improvement**

**Module 2: Performance Management**

**Module 3: Performance Metrics**

**Module 4: Performance Goals and Objectives**

**Module 5: Deploying Metrics**

**Module 6: Stakeholder Buy-In and Communication**

## **Key Objectives**

- Develop meaningful metrics for your organization
- Learn to use metrics to manage performance
- Acquire tools to accurately measure progress toward business goals
- Develop skills in setting stretch targets to produce exceptional results

## **Topics Addressed**

- Process performance metrics
- Components of a good metric
- Selecting the "vital few" for measurement
- Designing a metrics dashboard
- The importance of performance metrics alignment
- Demonstrating the value of a Process Improvement Project

## **Primary Result**

Participants learn new measurement disciplines and how to apply them in their current work environment.