


# aractech

Global Learning for Operational Leaders



Results

PLANNING AND STRATEGY MANAGEMENT | PSM-007

## IIBA Endorsed Certificate in Key Performance Indicators (KPIs)

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# Course content

## Why Attend

Key performance indicators (KPIs) are crucial business measures that inform decision-makers in the organization. Such information improves proactive performance monitoring and guarantees better business results. Participants in this course will learn the importance of measuring the right KPIs and how to choose those KPIs in a way that allows proactive decisions and satisfies critical stakeholders. This approach will ensure the longevity of success in organizations. The IIBA-endorsed certification is hands-on, allowing participants to experiment with KPIs from many business perspectives to ensure their KPI dictionary becomes more extensive and their ability to formulate and calculate strategic or operational KPIs is adequately developed.

## Course Methodology

- The course enables the participants to practice real-world analysis of KPIs through team-based workshops that use customized case studies, provoking the thought process for KPI development.

## Course Objectives

- Evaluate how effective KPIs enable the measurement of company performance in key results areas
- Calculate and analyze finance and client KPIs to manage a company outcome
- Design sets of KPIs to measure quality, processes, and sustainability as company enablers
- Analyze best practices of data collection and target setting for KPIs
- Establish a plan to implement a KPI project in a company

## Target Audience

- All managers and senior professionals involved in influencing, formulating, or supporting the long-term planning and strategy of their department or organization. The course also benefits those responsible for linking, measuring, and improving the organization's performance, including strategy or performance management professionals, balanced scorecard managers, business unit and department managers, and business analysts.

- Target Competencies
- Strategy development
- Performance management

# Course outline

## Detailed course outline

Module-by-module outline for IIBA Endorsed Certificate in Key Performance Indicators (KPIs).

### Module 1 - Fundamentals of Performance Measurement

- Benefits of performance measurement
- Different types of KPIs
- Characteristics of effective KPIs
- Aligning the organization through strategic and operational KPIs
- Using leading and lagging KPIs for proactive decision-making
- The LOGIC model

### Module 2 - KPIs: Guiding principles for organizational longevity

- Proactivity
- Alignment
- Balance

### Module 3 - Financial and Market KPIs: Outcome KPIs

- Seven steps to determine the most critical KPIs
- Private versus public sector approaches to outcome
- Defining financial KPIs
- Analysis of financial KPIs
- Customer-related KPIs
- Market KPIs

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### Module 4 - Business Enablers KPIs

- Defining quality
- The eight dimensions of quality
- Quality KPIs
- Designing indexes
- Defining process and operational efficiency KPIs
- Sustainability as a business enabler

### Module 5 - Measuring KPIs and Setting Targets for KPIs

- Collecting and analyzing KPI measurement data
- Evidence collection and criteria
- Benchmarking and developing inspiring targets
- Components of KPIs cards
- Compiling KPIs in dashboards
- Types of KPI cascading

# Seminar dates

## Available seminar dates

Live dates and pricing for IIBA Endorsed Certificate in Key Performance Indicators (KPIs) generated from the course details page.

Date	Location	Format	Fee
15 - 19 June 2026	Rome	Classroom	€2,975
20 - 24 July 2026	Kuala Lumpur	Classroom	€1,575
3 - 7 August 2026	Barcelona	Classroom	€2,695
7 - 11 September 2026	London	Classroom	€2,940
12 - 16 October 2026	Munich	Classroom	€2,415
9 - 13 November 2026	Rome	Classroom	€2,975
14 - 18 December 2026	Munich	Classroom	€2,415

**Live online option**

Online delivery is available at €1,250.