

APQC's On-Site One-Day Training Course Outline: Effectively Managing Performance Measurement Systems

This course is based upon best-practice research conducted by APQC in managing sustainable performance measurement systems. Upon completing this one-day session, you will have a keen understanding of what it takes to develop and maintain an effective performance measurement system that leads to strength and growth in competitive environments.

Introduction

- » Welcome
- » APQC overview
- » Measurement at APQC
- » Course objectives
- » Course ground rules
- » Your participant's guide

Understanding APQC's Road Map from Measurement to Implementation™

- » What is performance?
- » Defining the road map

Developing Measures

- » Creating a balanced measurement system
- » Building measures that work
- » Dealing with change

Assess Performance

- » Collecting unbiased data
- » Analyzing and validating data
- » Reporting actionable results

Compare Performance

- » Using benchmarking to improve performance
- » Making benchmarking work in your organization
- » The age-old struggle: internal versus external
- » Comparative benchmarking with metrics
- » Normalizing data
- » Process benchmarking for best practices and enablers

Identify Performance Gaps

- » Analyzing metric data
- » Planning to improve performance
- » Managing organizational support and change

Close Performance Gaps

- » Implementing action plans that improve performance
- » Monitoring progress
- » Making performance measurement systems work over time

Where Do You Go from Here

- » Review of key points
- » Action planning