1. Course Details:

Course Code : ISOM-006
Course Title : Measuring Process and Organizational Performance
Course Duration : 5 Days

2. Course Overview:

- To improve the performance of your company? This course provides you with the metrics and tools to help you measure and better understand the performance of your processes. A balance of lecture, discussion, practice, and case studies allows you to gain insights into your own situation.Beginning your journey of measuring your processes lined up with organizational performance can be daunting. Learn the "what" and "how" of creating the appropriate metric for your process.
- This course is best suited for those in organizations earlier on their "metrics journey" and is designed for any management or staff involved in performance management development or improvement, regardless of industry.

3. Learning Outcomes:

- Select metrics based on organizational strategy and process needs
- Define the detailed components for each metric
- Assess metrics for gaps, conflict, and alignment
- Define optimum methods for displaying metrics
- Use metrics to define appropriate organizational actions

4. Course Contents:

Process management as the foundation of organizational management

- Processes defined
- Business Process Thinking
- Types of business processes
- Metrics definitions
- Process and metrics planning
- Aligning process levels to metrics levels

Metrics Types and purposes

- Metrics definitions

- Metrics categories and labels
- Types of metrics – leading vs. lagging, efficiency vs. effectiveness, etc….

Selecting the right metrics

- Top-Bottom; bottom-top alignment
- What metrics should accomplish
- Strategy and metrics
- Gaps-Alignment-Conflict

Detailing the metrics

- Identifying the details
- Setting baselines, benchmarks and targets
- Sourcing, Collecting and Frequency of collecting data
- Normalizing and formulizing data

Analyzing and presenting the data

- Ways to analyze data
- Graphical depictions of data
- Dashboards and scorecards

Making appropriate decisions

- Issues and considerations
- Frequency of review
- Deciding to change

Psychological impacts of metrics

- Good and bad news of metrics

- Determining poor vs. better metrics
- Political game-playing with metrics
- Congruency

The metrics lifecycle

- Life cycle defined
- Factors affecting metrics relevancy

- Reviewing metrics adequacy

5. Our Methodology:

- Make coaching and monitoring innovative and using modern
- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.
- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

8. Who Should Attend?

- Personnel ranging from operations
- Quality, human resources, finances, sales and marketing
- Information technology are encouraged to participate
- This course is especially appropriate for quality managers and quality engineers responsible for helping their organizations define metrics for measuring performance of processes