



CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

Explore the six pillars of a successful
Performance Improvement System

KOTA KINABALU, MALAYSIA

2025 EDITIONS:
> 21 - 23 APRIL



The KPI Institute is an Accredited Provider of the CPD Standards Office, a Continuing Professional Development global assessor.

Key business benefits:

- > Experience the real business applicability of theoretical concepts;
- > Manage poor performance in a measurable and effective manner;
- > Manage the organizational decision making process by experiencing a variety of business scenarios.

Over the last years, the team at The KPI Institute:

- > Documented 8,000+ KPIs from 16 functional areas and 25 industries;
- > Reviewed 1,000+ performance reports from 125 countries;
- > Referenced 30,000+ resources as part of the documentation process.

Recover up to 100% of costs

The Human Resource Development Corporation (HRD Corp) starts the up-skilling of Malaysian workforce by allowing employers to receive financial assistance up to 100% to cover the training cost incurred, at both regional and international level. For terms and conditions please refer to page 8.



Course overview



The course provides a strong foundation towards managing performance in different scenarios, by presenting relevant tools, processes and techniques meant at closing the performance gap. This training course presents 6 pillars that need to be applied to ensure performance improvement, starting from data analysis and reporting, continuing with decision making and initiative management and ending with learning and building a performance culture. These six pillars are then applied in 12 scenarios, starting from different levels across the company, to diverse capabilities and different stakeholders.

👤 Participants' profile

> Individuals interested in performance management

Entrepreneurs, analysts and professionals from different fields, interested in performance management, will acquire the knowledge needed to better understand performance management. The networking opportunity and the possibility of sharing knowledge and personal experiences constitute a unique learning experience that facilitates the acquisition and assimilation of performance management skills.

> Top/middle/lower management people

Individuals from top/middle/lower management and their respective organizations, regardless of their field of expertise, will be glad to discover that the "Certified Performance Management Professional" course provides the pillars, tools and resources required for the effective implementation of a Performance Management System within their organizations.

> Performance management experts

Professionals who occupy positions such as Strategy Manager, Performance Manager or Performance Architect, who already use certain practices within their organizations or have already implemented certain processes and tools, now have the opportunity to check whether the business activity lives up to the standards, and thus, to identify improvement opportunities.

+ Benefits

- > Manage performance at all levels, by identifying and addressing specific challenges;
- > Develop and maintain a functional Performance Improvement System;
- > Enhance the decision making process by using relevant data;
- > Nurture a performance culture.
- > Obtain 40 CPD credits to include in your CPD records for your professional body, institute, regulator or employer.

🎯 Learning objectives

- > Understand the Performance Management System architecture;
- > Rigorously conduct the data analysis process;
- > Get insights on best practices in reporting KPIs;
- > Practice performance review meetings;
- > Gain practical experience in recalibrating the Performance Management System;
- > Discover how to build a performance culture;
- > Practice performance improvement in 12 different scenarios.

Agenda

Day 1

Introduction to Performance Management

- › Key Performance Management Concepts
- › Evolution of Performance Management
- › Performance Management Frameworks
- › Performance Management System Architecture

Trends Shaping Performance Management Practices

- › Digital Transformation
- › Stakeholder Capitalism
- › ESG & Sustainability
- › Agility
- › Resilience

Performance Management System Governance

- › State of Performance Management Systems Worldwide
- › Benefits of Having a Performance Management Office in the Organization
- › Integration Performance Management Processes with Key Organizational Processes
- › Best Practice Profile of the Performance Management Function
- › Performance Management Implementation Business Case

Day 2

The Performance Management Process

- › Main Features of the Performance Management Process
- › Performance Management System Governance Models
- › Performance Reporting Requirements
- › Management Reporting Structure
- › Data Quality and Audit

Performance Management Tools

- › Desired State of Evolution
- › Strategy Map
- › Performance Scorecard
- › Performance Dashboard
- › Performance Management System Integration

Performance Enablers

- › Leadership and Communication
- › People
- › Organizational Environment
- › Innovation
- › Technology

Learning and Improvement

- › Framework for Continuous Improvement
- › Performance Management System Optimization
- › Improving Performance Results
- › Learning and Improvement Techniques

Day 3

Corporate Performance Management

- › Performance Management System Evaluation
- › Departmental Scorecard Development Process Map
- › Departmental Scorecard Development RASCI Matrix
- › Performance Management Tools and Initiatives
- › Data Gathering and Reporting

Departmental Performance Management

- › Underperforming KPIs and associated problems
- › Cause and Effect Analysis
- › Drafting Improvement Initiatives
- › Cascading Initiatives
- › Key Initiative Performance Indicators
- › Action Plan for Improvement

Individual Performance Management

- › Agile Employee Performance Management
- › Continuous Employee Performance Management Cycle
- › Meetings and Check In Discussions
- › Performance Matrix Analytics

Learning experience

○ Pre-course

This part of the learning experience is meant to ensure a smooth transition to the face to face training. Participants are required to take the following steps:

- › Needs assessment – complete a questionnaire to determine a tailored and relevant learning experience;
- › Pre-course evaluation quiz – take a short quiz to establish the current level of knowledge;
- › Guidance and schedule – analyze a document presenting guidelines on how to maximize your learning experience;
- › Forum introduction – share an introduction message to present yourself to the other course participants;
- › Expectations – share your expectations regarding the training course;
- › Webinar – watch the webinar “How to overcome 3 key challenges in measuring performance”, to get familiar to Performance Measurement, as this is the starting point of the Performance Improvement training course;
- › Pre-requisite reading – check several materials in advance, in order to get an overview on the discipline and to gain a more holistic view upon the subject;
- › Performance management challenges – reflect on the Performance Management challenges faced in different scenarios and come up with 3 actions that could be taken to improve performance.

⊙ Core course

During the three days of face to face training, the course is designed to facilitate experiential learning and ensure a high level of interactivity. Exercises used to enhance the development of competencies range from simple matching of concepts to extensive analyses of case studies. The learning experience consists of:

- › Applying concepts in practical exercises;
- › Analyzing case studies and identifying solutions;
- › Using templates to effectively work with performance improvement tools;
- › Sharing experiences and best practices;
- › Creating a network of performance management professionals;
- › Evaluating the knowledge gained, through short quizzes to support the final test.

⊙ After-course

The learning process is not finalized when the core-course ends. Participants are required to take the following steps:

- › Action plan – create a plan for the actions and initiatives you intend to implement after the training course;
- › Forum discussions – initiate a discussion and contribute in a discussion opened by another participant;
- › In-house presentation – create and submit a short PowerPoint presentation to present your colleagues the knowledge you have accessed during the training course;
- › Additional reading – go through a series of resources to discover case studies of companies that managed to improve their performance;
- › Learning journal – reflect upon your 3 stages learning experience and complete a journal.

✓ Evaluation

The certification process is finalized only when you complete all of the 3 stages of the learning experience. Nonetheless, you will receive a:

- › Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- › Certificate of Attendance (soft copy): after participating at the 3 days of on-site training course;
- › Certified Performance Management Professional diploma (soft copy): after you have successfully completed all the 3 stages of the learning experience.
- › CPD Certificate of Attendance (soft copy): once you have successfully obtained the Professional status.

Educational resources



This micro-certification course is an additional benefit provided to all participants to upskill professionals in assessing Performance Improvement Frameworks in organizations. The maturity assessment methodology presented during the course is the proprietary knowledge of The KPI Institute and Global Performance Audit Unit, built on 10+ years of research and practical experience in strategy formulation. Moreover, upon course completion participants can request access to one-time, free of charge, the entire evaluation methodology on the GPA Unit online platform.

Professionals will gain practical experience in identifying the strengths and weaknesses of organizational practices and formulating improvement recommendations in 6 key areas:

- › Data analysis
- › Reporting
- › Decision Making
- › Initiatives Management
- › Learning & Recalibration
- › Performance System Governance

OTHER RELATED MICRO-CERTIFICATES



**Micro-certificate
in Strategy Planning
Maturity Assessment**



**Micro-certificate
in Performance Measurement
Maturity Assessment**



**Micro-certificate
in Employee Performance
Maturity Assessment**

NOTE: These three micro-certificates are not offered as part of the Certified Performance Management Professional Program, they can be purchased separately.

For more information, [CLICK HERE](#)

Faculty



The KPI Institute retains the authority to designate facilitators for each training course based on business requirements. The TKI Faculty continually expands by incorporating subject matter experts and experienced professionals to guarantee an exceptional experience for our trainees. Consequently, the facilitator assigned to the course may undergo changes prior to the actual delivery date.

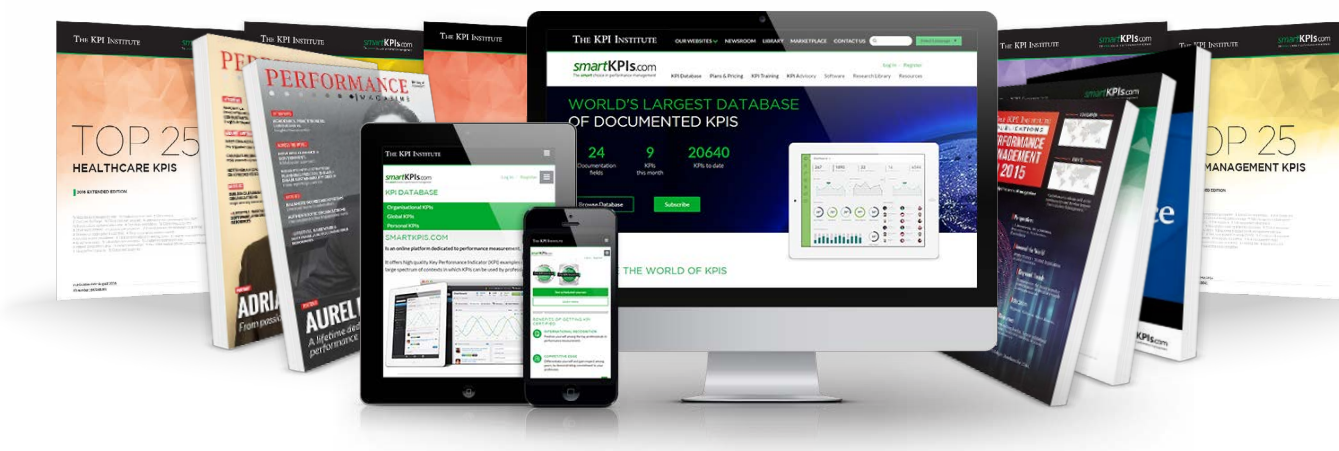
For information about the appointed facilitator for each session, kindly contact your sales representative or reach out to office@kpiinstitute.org.



Andrea Minelli

Management Consultant
Expertise: Strategy Planning &
Execution, Performance
Measurement
& Management, Balanced Scorecard

Educational resources



Course materials

- › Course slides;
- › Course notes;
- › Course quiz.

Course materials

- › The KPI Infographic.

Qualitative reports

- › Performance Management in 2012, 2013 and 2014.

Catalogues:

- › Scorecards;
- › Dashboards;
- › Initiatives Documentation Forms;
- › Glossary of Terms.

Videos

- › 11 Videos dedicated to Performance Management.

Fact sheets

- › Terminology review;
- › History;
- › Performance Management Maturity Model.

Webinars

- › Free access to all Performance Management webinars series from 2014 to 2016.

Performance Management Toolkit

- › **Templates:** Desired State of Evolution, Strategy Map, Performance Scorecard, Performance Dashboard, Performance Healthogram, Performance Maturity Model, Portfolio of Initiatives, Performance Management System Architecture, Monthly Performance Management Process, Employee Scorecard, KPI Documentation.
- › **Manuals:** Performance Scorecard Guide for Administrator, Performance Dashboard Guide for Administrator;
- › **Publications:** KPIs for Human Resources Dashboard, KPIs for Human Resources Scorecard.

Premium subscription on smartKPIs.com

- › Available for 6 months, providing access to 500 fully documented KPIs and over 20.000 KPIs enlisted and one research report from the Top 25 KPIs series.

Fees

Course with certification



Language	Course date	General fee	TKI members	Early bird	3 or more participants	Registration deadline
English	21 - 23 April	US \$1,900	US \$1,800	US \$1,600 by 21 March	US \$1,400	14 April

Accommodation

Accommodation is not covered by the attendance fee and it needs to be arranged separately by participants. We invite you to contact the event manager to enquire about special rates from the venue.

Organize this training course in-house

If you have a group of five or more to train you can save time and money by running this training course in-house. Use the contact details provided below to request a customized offer from one of our training solution specialists.

For more details

-  The KPI Institute Marketplace
-  +60 12-5911366 / +60 3 2742 1357
-  office@kpiinstitute.org
-  kpiinstitute.org
-  LinkedIn  Facebook  Twitter

Human Resource Development Corporation (HRD Corp) Info

The HRD Corp starts the up-skilling of Malaysian workforce by allowing employers to receive financial assistance up to 100% to cover the training cost incurred, at both regional and international level. The increasing number of requests for performance improvement projects within your region has upgraded our services offering, bringing you the opportunity to acquire both the theoretical knowledge and practical skills for working with KPIs, now available to you through the HRD Corp program! You can claim from the HRD Corp the following:

- > Course fees
- > Daily allowance: should cover participants' meals, land transportation & accommodation
- > Airfare (If applicable)
- > [Click here for more info](#)

Registration

3 ways to register

Online

marketplace.kpiinstitute.org

Direct contact

Call us and we will assist you through the registration process.

Sasikala Annamalai

sasikala.annamalai@kpiinstitute.com

M: +6012 5911 366

Registration form

Email us with your registration details

Payment

Credit card

Pay by credit card using the online facility.

Bank transfer

1. Send an email containing your contact details and registration request;
2. An email confirmation containing the tax invoice and bank account details will be sent to you;
3. Proceed with the attendance fee payment by bank transfer;
4. Send through email the proof of the payment transaction completion;
5. A tax receipt together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Kindly ensure that your payments reflect the Total Amount of the invoice that will be presented to you. It is your responsibility to cover all bank fees due to Telegraphic / Wire transfer.

CONNECTED PERFORMANCE SDN. BHD

(SE ASIA Division Office, The KPI Institute)

Wisma UOA II

Jalan Pinang 21, Unit 14-13,

POBOX 50450 Kuala Lumpur, Malaysia

T: +60 3 2742 1357

M: +60 12-5911366

Registration form

By filling your contact data, you agree to receive further information about our events. Your privacy is very important to us. We will not sell, rent or share your personal information under any circumstances.

Participant details:

Mr. Mrs.

.....
First name

.....
Last name

.....
Job title

.....
Email

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Phone

.....
Organization

.....
Department

.....
Date of training course

.....
Training course

.....
City

.....
Country

Registration cancellation procedure

Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less \$400 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

Term of Agreement

If there are no other standing agreements, this form represents a valid contract between the parties.

I agree to the above terms and conditions.

.....
Signed

.....
Date

.....
Company stamp



EUROPEAN DIVISION

SIBIU OFFICE

Sibiu City Center
Somesului Street, No. 3, 550003
Sibiu, Romania
T: +40 774 698 693

SE ASIA DIVISION

KUALA LUMPUR OFFICE

Wisma UOA II
Unit 14-13, Jalan Pinang 21, POBOX 50450,
Kuala Lumpur, Malaysia
T: +60 327 421357, M: +60 12 591 1366

MIDDLE EAST DIVISION

DUBAI OFFICE

Office 1004-01 10th floor Bay Square-01,
P.O. Box 119724, Business Bay,
Dubai, UAE
M: +971 55 787 6427

RIYADH OFFICE

Ans Ibn Malik
Al Malqa District, 13521
Riyadh, Kingdom of Saudi Arabia
T: 966535735292
M: +966555215868
E: office@kpiinstitute.org

HEADQUARTERS

MELBOURNE OFFICE

Life.lab Building
198 Harbour Esplanade, Suite 606
Melbourne Docklands, VIC 3008, AU
T: +613 7050 2557