



CERTIFIED PERFORMANCE MANAGEMENT SYSTEMS AUDIT PROFESSIONAL



THE CPD STANDARDS OFFICE
CPD PROVIDER: 22103
2024-2026
www.cpdstandards.com

Learn how to assess the maturity level of Performance Management Systems

LIVE ONLINE CERTIFICATION

Strategy & Performance Management
Maturity Assessment Toolkit
included in the course fee!

2025 EDITIONS:

- > 03 - 07 FEBRUARY
- > 26 - 30 MAY
- > 22 - 26 JUNE (ARABIC)
- > EXPRESS INTEREST



Key business benefits:

- > Ensure you have the right tools, processes, and people, in the right place, for your Performance Management System.
- > Identify the weaknesses of your current Performance Management Framework and learn how to shift from one maturity level to the next one.
- > Maximize the added value generated by your Performance Management System, by elevating current practices to best practices.
- > Educate stakeholders to be oriented towards continuous learning and improvement.
- > Assess your organization's maturity level using the full audit methodology developed by The KPI Institute in collaboration with GPA Unit.
- > Eligible for Executive Program in Strategy & Performance Postgraduate Diploma.



Course overview



Participants' profile

Benefits

- › Receive relevant guidance on how to assess the maturity of a performance management system;
- › Understand the value added by a performance management system audit and improve your performance management capability;
- › Receive access to the full Strategy & Performance Management Maturity Framework Toolkit, allowing you to use it for one organizational performance management system audit, through the dedicated Global Performance Audit Unit assessment platform;
- › Obtain premium recognition and expand your business network by becoming a Certified Performance Management Systems Audit Professional.
- › Obtain 40 CPD credits to include in your CPD records for your professional body, institute, regulator or employer.

Learning objectives

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Agenda



Day 1 - 4h

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Day 2 - 4h

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Day 3 - 4h

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Day 4 - 4h

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Day 5 - 4h

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Certification Process



Needs assessment

Recommended 1 week
before core-course
Estimated duration: 0.5 h

Pre-course evaluation quiz

Recommended 1 week
before core-course
Estimated duration: 0.5 h

Guidance and schedule

Recommended 1 week
before core-course

Forum introduction

Recommended 1 week
before core-course
Estimated duration: 0.5 h

Expectations

Recommended 1 week
before core-course
Estimated duration: 0.5 h

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Pre-course stage 4h

Core-course stage 24h

10

9

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Action plan

Recommended within 3 days
after the core-course
Estimated duration: 1 h

After-course stage 12h

Certification Exam

Estimated duration: 1 h

Individual Learning Map and Exam preparation

Duration: 0.5h / day + 0.5
prior to the exam

Participation at the live session course

Duration: 4h / day, for 5 days

Pre-requisite reading

Recommended 1 week
before core-course
Estimated duration: 2 h

11

12

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Forum discussions

Recommended within 3 weeks after
the core-course
Estimated duration: 0.5 h

Webinar “Conducting an Integrated Performance Audit”

Recommended within 3 weeks after
the core-course
Estimated duration: 1.5 h

Online presentation

Recommended within 3 weeks after
the core-course
Estimated duration: 4 h

Additional reading

Recommended within 3 weeks after
the core-course
Estimated duration: 2 h

Learning journal

Recommended within 3 weeks after
the core-course
Estimated duration: 3 h



Program Resources



Course materials

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Performance Management Toolkit

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Performance Management System Audit Reports Samples

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Videos

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Webinars

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1 time access to the Performance Management System Maturity Model

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Premium subscription on smartKPIs.com

- > Available for 6 months to explore the 20,000+ KPIs database and to view, save and download up to 500 KPIs.

Performance Management Systems Audit Toolkit included

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Strategic Planning Maturity Assessment



💡 Strategy Envisioning

Refers to corporate identity elements like vision, mission and values. Looks into how they relate to the entity's purpose and provide a sense of direction towards the desired state of evolution. Evaluates whether they were formulated in a simple, but comprehensive language and whether they are embedded in employees' behaviors.

📈 Strategy Formulation

Contains statements meant to reveal how the strategic planning process takes place, which stakeholders are engaged and what instruments are used to perform the external environmental scan and define the current state of the entity.

📊 Strategy Focus

Provides an overview on the practices used to convert strategy into simple actionable objectives, to assign KPIs to track objectives achievements and to connect plans (strategic objectives) and actions (initiatives).

🎯 Strategy Articulation

Indicates whether the strategy is aligned and integrated across all levels and functions of the entity. Looks at the tools and instruments used in the implementation process.

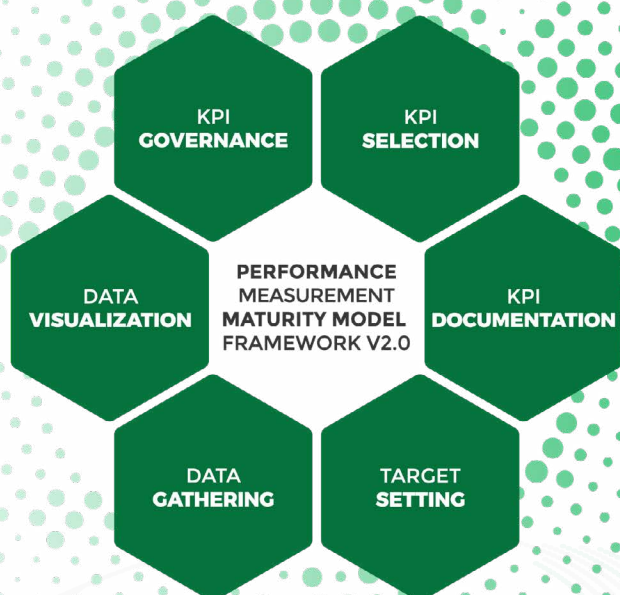
📋 Strategy Review

Presents the ability of the entity to adapt to changes and keep an updated strategy, through a thorough review process that involves all stakeholders.

📍 Strategy Governance & Communication

Reflects the efficiency of the strategy communication process, the level of awareness, transparency and understanding in regard to the roles and responsibilities for cascading and aligning the strategy across the organization.

Performance Measurement Maturity Assessment



KPI Selection

Consists in evaluating the processes, tools and techniques employed by the entity to select KPIs. Statements refer to the usage, the standardization of tools and practices, but also to the relevancy and alignment of KPIs to the strategy.

KPI Documentation

Aims to identify whether KPIs are documented in the entity and how this process takes place in terms of tools used, people involved, governance and keeping information up to date.

Target Setting

Assesses the extent to which target-setting relies on data and manages to create a stimulating environment to reach and exceed targets.

Data Gathering

Refers to the data collection process in terms of data sources, data timeliness and accuracy. It also looks into the usage of software solutions to enable data gathering, modelling and reporting.

Data Visualization

Provides an evaluation on the entity's approach in terms of visual design of data. Instruments assessed from the perspective of data visualization good practices are scorecards, dashboards and performance reports.

KPI Governance

Incurs the assessment of internal accountability levels over performance measurement processes such as KPI Selection, KPI Documentation, Target-setting and Data Gathering. It refers to the overall process of owning and distributing responsibility for performance measurement.

Performance Management Maturity Assessment



Data Analysis

Assesses at what level is data analysis employed in the entity, identifying if special techniques or software are used.

Reporting

Focuses on the efficiency of the reporting process, whether is supported by a software solution or not, if reports are ready on time and well structured.

Decision Making

Evaluates how performance review meetings are approached from the preparation stage to the follow-up actions. It provides insight on the discussion focus and the decision-making process as an essential characteristic of such meetings.

Initiative Management

Refers to the project management capability of the audited entity, on the framework used to implement initiatives. Assesses the delivery of projects on time, in budget and in accordance with the established quality standards.

Learning & Improvement

Illustrates the ability of the performance management system to adapt to changes based on regular reviews of strategy. It analyzes the process of recording, reviewing and implementing improvement ideas.

Performance System Governance

Identifies how the performance management system is coordinated, indicates accountability and governance. It assesses the clarity regarding the role of each internal stakeholder.

Performance Culture Maturity Assessment



Integrated Performance Capability

Reflects how well the performance management architecture is cascaded and integrated across the organization. Assesses the clarity regarding the role of each stakeholder, accountability and governance.

Communication & Leadership Support

Indicates the efficiency of the communication process, the transparency of the entity towards internal stakeholders and the support of senior management for the development of performance management capabilities.

Creativity & Innovation

The impact of effective communication is reflected in the employees' awareness on latest strategic decisions made and engagement towards achieving desired performance results. Clarity and motivation generally lead to proactivity, creativity and generate more ideas for performance improvement.

Education & Knowledge

Assesses the entity's commitment to the continuous professional development of its employees. Refers to how the entity can grow by developing its human capital, using modern technology and building a performance culture.

Benefits & Recognition

Evaluates the entity's approach towards measuring and rewarding employee performance. Refers to the established performance levels and the compensation & benefits schemes.

Happiness & Well Being

Focuses on the working environment in terms of providing a positive attitude and mindset while nurturing feelings of happiness and wellbeing towards performance improvement.

Employee Performance Management Maturity Assessment



Employee Performance Planning

Indicates the best practices in terms of establishing performance standards for employees and clarifying expectations at the beginning of the appraisal cycle.

Employee Performance Measurement

Focuses on the process of collecting performance data and the infrastructure used to support performance measurement and reporting.

Employee Performance Review

Addresses the performance evaluation process and best practices that should ensure meaningful evaluations, effective feedback, on-time and objective assessments.

Employee Performance Improvement

Refers to a set of key elements composing the post-evaluation period, the actions taken and the resources allocated to support employee professional development.

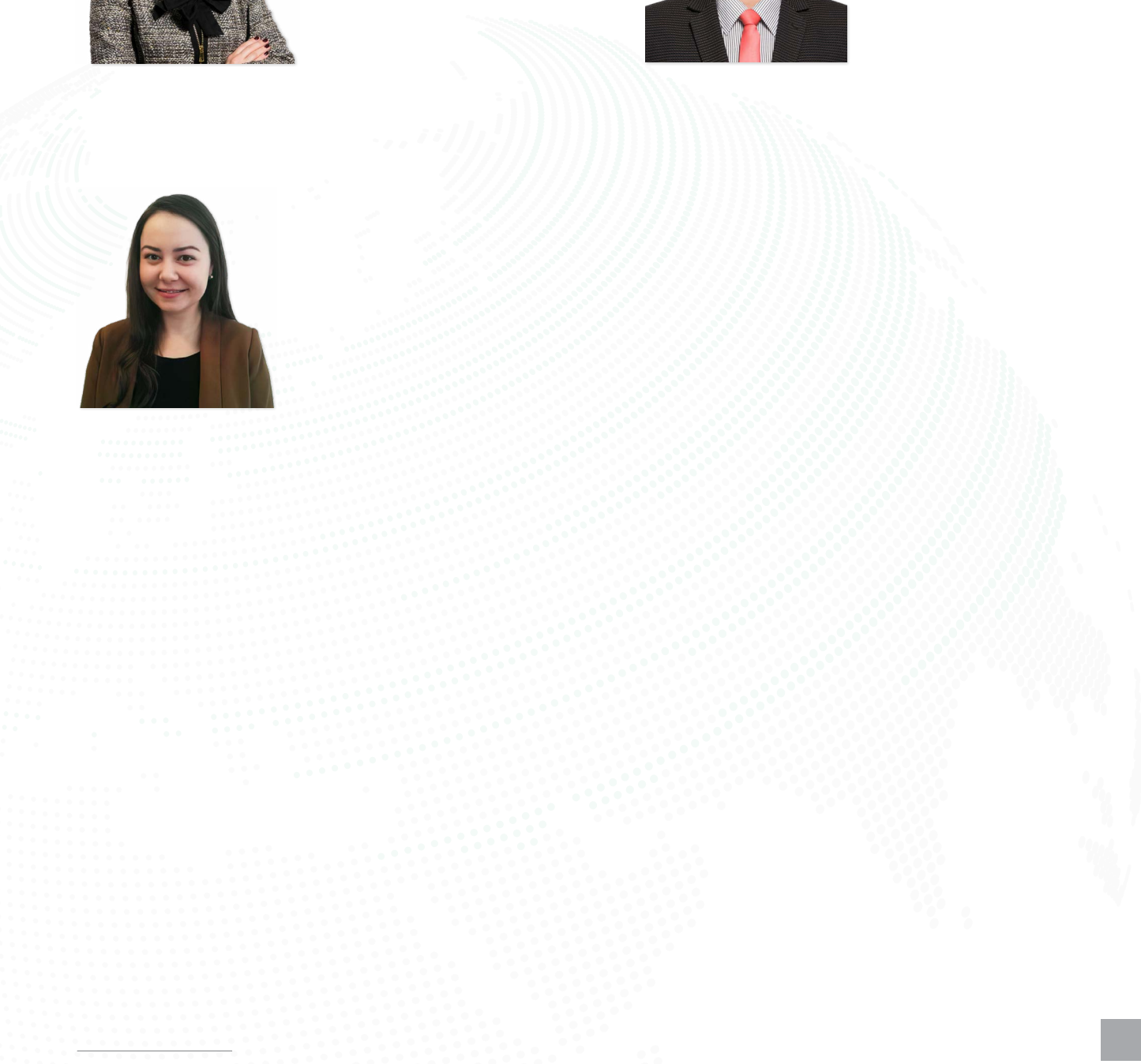
Employee Performance Recognition

Analyzes the main features of a sustainable and motivating reward system. Whether it is about financial or non-financial rewards, acknowledging performance is important for raising employees' engagement.

Employee Performance Governance

Highlights which are the responsibilities assigned for reviewing and supporting employee performance improvement. Focuses on clarifying the roles of all parties involved in the appraisal cycle and documenting all the tools and processes used.

Faculty



About Executive Education in Strategy and Performance



**POSTGRADUATE
DIPLOMA
STRATEGY &
PERFORMANCE**

THE KPI INSTITUTE



**GRADUATE
CERTIFICATE
STRATEGY &
PERFORMANCE**

THE KPI INSTITUTE



“NOTE: Certified Performance Management System Audit Professional is part of both Executive Education programs, Graduate and Postgraduate.”

Course Fees



Join as a Group

Benefits of customized live online sessions



Registration

3 ways to register

Online

Direct contact

Asia-Pacific Delegate

Worldwide Delegate

Registration form

Payment

Credit card

Bank transfer

Registration form

Participant details:

Mr. ☐ Mrs. ☐

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Registration cancellation procedure

Terms of Agreement

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The Customer acknowledges and agrees that all materials provided by The KPI Institute, including but not limited to the live presentations, any audio-visual presentations, and the handout materials distributed pre, during and after the training course, shall at all times remain the sole and exclusive property of The KPI Institute. They cannot be made public, and can only used for the purpose of the individual course participant's benefit. In no event shall the Customer use the live presentations, any audio-visual presentations, and/or the handout materials for any other purpose, including but not limited to the offering of any course, training or seminar that in any manner competes with the course or any portion thereof. This provision shall survive the termination or expiration of this Agreement.



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