

THE KPI INSTITUTE

CERTIFIED COURSES 2017

GLOBAL



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Certification Programs



For more than 12 years, The KPI Institute has been making a difference in developing best practices in performance management field and sustaining the rapid growth of hundreds of institutional and corporate clients. Today, The KPI Institute's advisory team continues this mission in offering customized services to meet every company's performance management goals.



CERTIFIED STRATEGY AND BUSINESS PLANNING PROFESSIONAL

The course will help improve the business planning process and long-term organizational performance, through the use of strategic planning tools that will ultimately lead to smarter and quicker strategic decisions.



CERTIFIED KPI PROFESSIONAL AND PRACTITIONER

This program is meant to improve the practical skills in working with KPIs and developing instruments like scorecards and dashboards. Participants will acquire a sound framework to measure KPIs, starting from the moment they are selected, until results are collected in performance reports.



CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

This course offers insights and best practices for improving performance in different scenarios, from data analysis and reporting, decision making and initiative management, to building a performance culture.



CERTIFIED EMPLOYEE PERFORMANCE MANAGEMENT PROFESSIONAL

Attendees will gain exposure to best practices and key concepts and will learn how to establish and use criteria for performance evaluations, from implementation to improvement and maintenance of the company's employee performance management system.



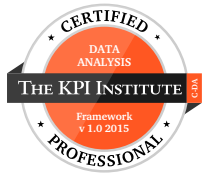
CERTIFIED PERSONAL PERFORMANCE PROFESSIONAL

The two-day interactive program will help you understand personal performance, by explaining the benefits and clarifying the process of measuring it. It focuses on identifying ways to boost your performance outside working hours.



CERTIFIED DATA VISUALIZATION PROFESSIONAL

An exclusive framework that provides insights on effective visual communication, through a rigorous approach to creating visual representations of vast information, techniques of standardization and tailored data visualization tools.



CERTIFIED DATA ANALYSIS PROFESSIONAL

Attendants will understand through practical learning how to effectively collect, analyze and interpret data by enabling managers/ analysts to draw insights from both quantitative and qualitative data, based on historical statistics and trend analysis.



CERTIFIED BENCHMARKING PROFESSIONAL

Benchmarking methodological uniqueness is represented by the identification and analysis of the processes that lead to a superior performance of a company, offering the opportunity to compare an organization's performance against industry competitors.



CERTIFIED SUPPLIER PERFORMANCE PROFESSIONAL

Participants' skills in managing supplier performance and developing a strategic approach to procurement will be developed by enabling the identification of performance gaps and implementing action agreements with suppliers.



CERTIFIED CUSTOMER SERVICE PERFORMANCE PROFESSIONAL

Participants will not only understand the importance and implementation phases for the Customer Service Excellence standards, but they will be given the necessary tools to implement it internally and measure its impact externally.



CERTIFIED INNOVATION PERFORMANCE PROFESSIONAL

This course provides an interactive practice-based learning environment, focusing on best practices for developing and maintaining an innovation-oriented organizational culture within organizations.



CERTIFIED BALANCED SCORECARD MANAGEMENT SYSTEM PROFESSIONAL

The course focuses on delivering all the information needed to fully comprehend the value of the Balanced Scorecard, as well as on developing the necessary skills for a successful implementation.

Scheduled Courses

Middle East Region

ABU DHABI, UAE

● Certified KPI Professional and Practitioner

> 5-9 March > 12-16 November

● Certified KPI Professional

> 5-7 March > 12-14 November

● Certified KPI Practitioner

> 8-9 March > 15-16 November

AMMAN, JORDAN

● KPI Masterclass

> 9-10 April > 26-27 November

DOHA, QATAR

● Certified KPI Professional and Practitioner

> 19-23 March > 5-9 November

DUBAI, UAE

● Certified KPI Professional and Practitioner

> 7-11 May > 10-14 September > 10-14 December

● Certified KPI Professional

> 7-9 May > 10-12 September > 10-12 December

● Certified KPI Practitioner

> 10-11 May > 13-14 September > 13-14 December

● Certified Strategy and Business Planning Professional

> 23-25 April > 8-10 October

● Certified Performance Management Professional

> 14-16 May > 8-10 October

● Certified Employee Performance Management Professional

> 15-17 October

● Certified Data Analysis Professional

> 11-13 April > 17-19 October

● Certified Data Visualization Professional

> 16-18 April > 22-24 October

● Certified Balanced Scorecard Management System Professional

> 26-28 March > 12-14 November

● Certified Supplier Performance Professional

> 19-21 March > 5-7 November

● Certified Customer Service Performance Professional

> 19-21 March > 5-7 November

● Certified Personal Performance Professional

> 25-27 April > 29-31 October

● Certified Performance Audit Professional

> 14-16 May

JEDDAH, KSA

● Certified KPI Professional and Practitioner

> 26-30 March > 27-31 August

● Certified Benchmarking Professional

> 21-23 November

MANAMA, BAHRAIN

● Certified KPI Professional

> 2-4 May

● KPI Masterclass

> 2-3 April > 19-20 November

MUSCAT, OMAN

● KPI Masterclass

> 26-27 March > 12-13 November

RIYADH, KSA

● Certified KPI Professional and Practitioner

> 14-18 May > 22-26 October

● Certified Performance Management Professional

> 23-25 April > 10-12 December

● Certified Data Analysis Professional

> 19-21 September

● Certified Strategy and Business Planning Professional

> 2-4 April > 19-21 November

● Certified Employee Performance Management Professional

> 22-14 October

Scheduled Courses

Australasia & South East Asia Region

BANGKOK, THAILAND

- KPI Masterclass
- > 12-13 June

HO CHI MINH, VIETNAM

- KPI Essential
- > 15 June

HONG KONG

- Certified KPI Professional
- > 20-22 March
- Certified Employee Performance Management Professional
- > 13-15 September

JAKARTA, INDONESIA

- Certified Balanced Scorecard Management System Professional
- > 15-17 May

KUALA LUMPUR, MALAYSIA

- Certified KPI Professional and Practitioner
- > 24-28 July
- Certified KPI Professional
- > 4-6 April > 20-22 November
- Certified Strategy and Business Planning
- > 11-13 September
- Certified Performance Management Professional
- > 15-17 March
- Certified Data Analysis Professional
- > 19-21 April > 9-11 October
- Certified Employee Performance Management Professional
- > 15-17 May > 15-17 November
- Certified Balanced Scorecard Management Professional
- > 13-15 December
- Certified Customer Service Professional
- > 14-16 August

MELBOURNE, AUSTRALIA

- Certified KPI Professional
- > 8-10 May

SYDNEY, AUSTRALIA

- Certified KPI Professional
- > 20-22 November

SINGAPORE

- Certified KPI Professional
- > 8-10 May
- Certified Data Visualization
- > 14-16 August
- Certified Supplier Performance Professional
- > 22-24 May
- Certified Performance Audit Professional and Practitioner
- > 30 April - 4 May
- Certified Performance Audit Professional
- > 30 April - 2 May
- KPI Essential
- > 24 April

Scheduled Courses

Other Regions

ABUJA, NIGERIA

- Certified KPI Professional
- > 10 - 12 April

BARCELONA, SPAIN

- Certified KPI Professional
- > 3 - 5 April

CAIRO, EGYPT

- Certified KPI Professional
- > 7 - 9 May > 29 - 31 November

CAPE TOWN, SOUTH AFRICA

- Certified KPI Professional
- > 30 October - 1 November

GABORONE, BOTSWANA

- Certified KPI Professional
- > 28-30 March

LAGOS, NIGERIA

- Certified KPI Professional
- > 17 - 19 April

LAHORE, PAKISTAN

- Certified KPI Professional
- > 13-15 March

- Certified KPI Practitioner
- > 4-5 October

- Certified Performance Management Professional
- > 20-21 March

- Driving Performance in Customer Service
- > 18-19 September

- Introduction to Systems Thinking - Friday Night at the ER
- > 1 October

- Employee Performance Essentials
- > 2 October

LONDON, UK

- Certified Performance Audit Professional and Practitioner
- > 5-9 July

- Certified Performance Audit Professional
- > 5 - 7 July

- Certified KPI Professional
- > 10 - 12 July

MUMBAI, INDIA

- Certified KPI Professional
- > 23 - 25 October

SANTIAGO, CHILE

- Certified KPI Professional
- > 25 - 27 September

TOKYO, JAPAN

- Certified KPI Professional
- > 13 - 15 November

TORONTO, CANADA

- Certified KPI Professional
- > 26 - 28 June > 6 - 8 November

WASHINGTON D.C., USA

- Certified Performance Audit Professional and Practitioner
- > 21-25 June

- Certified Performance Audit Professional
- > 21 - 23 June

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EUROPEAN DIVISION

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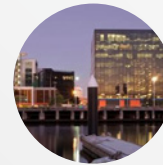
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