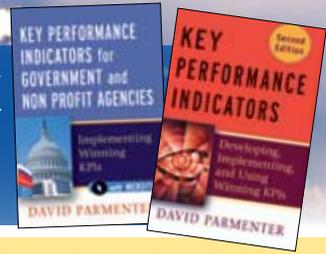


How to make KPIs work – into transformational KPIs

Delivered by an internationally renowned KPI expert



In conjunction with the Chartered Accountants
Australia and New Zealand

Organisations with over 20 KPIs lack focus, lack alignment and underachieve. David Parmenter believes there are normally fewer than 10 true KPIs in an organisation and these should be measured and reported on daily, or at least weekly. In this workshop David will explain that there are four types of performance measures and choosing the right mix is crucial for effective measurement and control.

Covering the latest thinking on KPIs, and based on David's internationally recognised work and his two KPI books, this masterclass will give you insights and a practical step by step methodology to rediscover your critical success factors and the underpinning winning key performance indicators.

This course will address the common issues of how you measures subjective areas, how KPIs can assist in a change process, where KPIs link to strategy, what measures should I use in the sales and operational areas, how to ascertain measures and why SMART measures do not necessarily work.

Led by author, presenter & facilitator

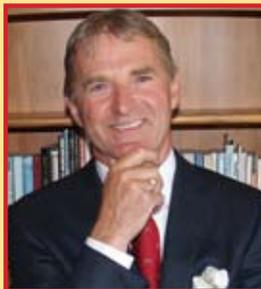
David Parmenter

David Parmenter, B.Com, FCA (ICAEW) is a leading expert in KPIs. Over the last 15 years he has spoken in 30 countries delivering workshops and key note addresses. He has written more about KPIs than any other writer.

John Wiley & Sons, New York, have published his two KPI books, including *Key Performance Indicators – Developing, Implementing and Using Winning KPIs* and *Key Performance Indicators for Government and Non Profit Agencies*.

His workshops are known for their engagement and practical ready-use tools.

He has worked for BP, Ernst and Young, PricewaterhouseCoopers, and Arthur Andersen & Co.



Electronic templates
provided to help you kick
start the change

**This course is
designed for finance
professionals and
their executive team.**

Locations

Auckland – 10 November

Tauranga – 11 November

Hamilton – 13 November

Wellington – 17 November

Christchurch – 18 November

Dunedin – 20 November

'David's energy, passion and clear delivery of KPIs were very vital and useful'

Business Support, Astro

'The exercise sessions on identifying KPIs were very practical and extremely useful'

Group Finance, Telekom Malaysia

'David is very knowledgeable and an expert in this field. He is very helpful and gives answers immediately. The handouts were very comprehensive'

Head, Quality Division, Island & Peninsular BHD.

'Amongst the top level of presenters in over 30 years attendance. Animated, involving, focused, knowledgeable, passionate'

'Group interaction and brainstorming that David facilitated was a highlight for me'

This masterclass will cover:

- The difference between the four types of performance measures
- The characteristics of key performance indicators
- Understanding the myths of performance measurement that lead to failure
- Understanding the dark side of performance measures
- The importance of understanding human behaviour
- Finding the critical success factors (CSFs) in your organisation
- Common critical success factors and their likely performance measures
- How to ascertain performance measures
- How to present your performance measures (the work of Stephen Few)
- The need for a KPI specialist
- How big data can help focus you on what you need to measure
- The seven foundation blocks and the six stage model to developing and using winning KPIs
- Measures that will work (including a database of over 200 measures)
- Selling and leading change (including the work of John Kotter)
- Implementation issues for your size of organisation
- The next steps to take in the following five weeks

It will also look into the common issues attendees have mentioned:

- **How** you measures subjective areas
- **How** KPIs can assist in a change process
- **Where** KPIs link to strategy
- **What** measures should I use in the sales and operational areas
- **Why** SMART measures do not necessarily work
- **How** to rejuvenate a failing balanced scorecard

Breakout sessions

There will be sector group breakout sessions. Organisations with three or more attendees will have the opportunity to have their own breakout group to plan their next steps

How to make KPIs work

Who will benefit?

- CEOs, General Managers and Human Resources Managers who wish to revisit performance measurement in their organisation
- The team in charge of a balance scorecard implementation
- CFOs and reporting accountants
- Consultants who wish to be certified on this methodology

What you'll gain

Upon attending you will be able to:

- Take away a comprehensive white paper (valued at \$250) for future reference
- An in-depth understanding of the characteristics of key performance indicators (KPIs) and how to report KRIs, RIs, PIs and KPIs in a better practice way
- Understand the foundation stones and the five implementation stages to getting KPIs to work in your organisation
- Implementation issues for your size of organisation
- Electronic templates to help you start or restart your KPIs in your organisation

Course format

This course will be held in a highly interactive workshop format with case studies, better practice examples and implementation guidelines.

Programme schedule

08:15	Registration commences
08:45	Morning session begins
10:45	Break — refreshments & networking
11:00	Morning session continues
12:30	Lunch
13:15	Afternoon session begins
14:45	Break — refreshments & networking
15:00	Afternoon session continues
16:45	Day concludes

7 CPE hours

How to
make
KPIs
work

Bring a team along

This workshop is ideal for a group from the senior management team and operations to attend. There will be breakout sessions for the team to plan their next steps.

Investment

\$870pp +I GST

GROUP DISCOUNT – please email gilchrist@waymark.co.nz for a competitive group rate.

Course cancellation policy

Send a substitute in your place for no charge. Cancellations must be in writing at least 2 weeks prior to the event to receive a refund less a 10% service charge per registrant. Unfortunately, no refunds can be made less than 2 weeks prior to the event. The course material will be sent to registrations upon final settlement.

Name(s) & Titles of those attending	Session	Price inc GST	Sub total
Total			\$

Email your order form to gilchrist@waymark.co.nz

All phone call enquires can be made to Jennifer, Gilchrist, Event Organiser
Waymark Solutions, PO Box 10686, Wellington
Tel: 04 499 0007

www.davidparmenter.com

The invoice will be emailed and will include direct credit details.

Payment required by direct credit a week before the course.

Locations

Time: 8.45am-4.45pm

Auckland – **10 November**

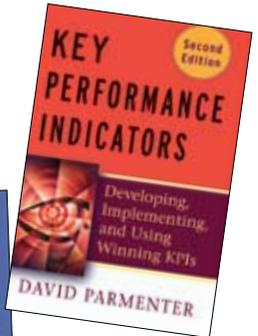
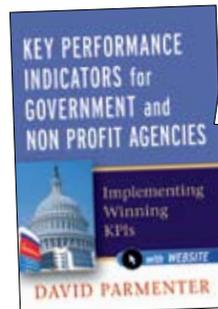
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How to make KPIs work