



CERTIFIED PERFORMANCE AUDIT PROFESSIONAL

LIVE ONLINE CERTIFICATION

2020 EDITIONS:

- > 04 - 08 MAY
- > 03 - 07 AUGUST



Learn how to audit the maturity level of Performance Management Systems

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 improving;
- > Justify investments in process improvement.



Course overview



The Performance Maturity Model Framework embeds in its development over 8 years of research in the field of performance architecture development and the use of maturity models for capability maturity levels diagnosis. This educational program presents a rigorous approach to diagnosing and auditing the maturity of performance architectures for 5 capabilities: strategic planning, performance measurement, performance management, performance culture and employee performance management. It involves the use of a proprietary Integrated Performance Maturity Model Framework with the scope of mapping maturity gaps and identifying a set of next actions that will ensure the progression to the next maturity level.

👤 Participants' profile

> Senior & middle management professionals

Professionals from different fields, such as audit, finance, human resources, production, logistics, information technology and others, working with performance management system architectures, will acquire the competencies needed to diagnose their entities performance systems capability maturity.

> Internal & external Performance Audit professionals

Any audit expert, regardless of his current audit experience (financial, compliance, performance), interested in expanding his area of expertise towards assessing organizational performance systems, by employing the proprietary or customized versions of the Integrated Performance Maturity Model Framework developed by the Global Performance Audit Unit.

> Performance management system experts

For professionals like Strategy Manager, Performance Management Officer or Performance Architect, it is important to develop competencies to evaluate the performance management systems' maturity and ensure continuous system improvements. The Certified Performance Audit Professional Training Course offers the opportunity to learn the best practices used in this field and professionals can elevate their current process and tools related to strategy, performance measurement and management, performance culture and employee.

⊕ Benefits

- > Receive relevant guidance on how to assess the maturity of a performance management system;
- > Understand the value added by a performance management systems' audit and improve your performance management capability;
- > Access an innovative learning experience based on a 3 stage educational process;
- > Obtain premium recognition and expand your business network by becoming a Certified Performance Audit Professional.

⊕ Learning objectives

- > Understand how to deploy and conduct a performance audit process;
- > Learn how to use the Performance Maturity Model Framework as part of the audit methodology;
- > Develop the ability to interpret the data and perform statistical analysis based on the survey results received;
- > Gain clear understanding and insights for reviewing performance management documents produced by the organization assessed.



Agenda

Day 1 - 4h

The role of the Performance Management System Audit

- › Challenges in auditing;
- › Audit principles;
- › Audit objectives establishment;
- › Performance Audit Project Plan.

The 5 Capabilities of an Integrated Performance Maturity Model Framework

- › Maturity Model;
- › Strategic Planning Maturity Model;
- › Performance Measurement Maturity Model;
- › Performance Management Maturity Model;
- › Performance Culture Maturity Model;
- › Employee Performance Management Maturity Model.

Day 4 - 4h

Data Interpretation

- › Raw data interpretation;
- › Score interpretation;
- › Case study: practice data interpretation.

Audit Report Consolidation

- › Findings & recommendations aggregation;
- › Audit Report structure;
- › Audit Report design & visualization;
- › Case study: interpret audit results, formulate recommendations & conclusions.

Day 2 - 4h

Performance Management Maturity Assessment Methodology

- › Assessment Methodology;
- › Maturity levels;
- › Scoring methodology.

Evidence-based Assessment

- › Documentation assessment methodology;
- › Documents checklist;
- › Sampling methodology;
- › Assessment criteria;
- › Case study: practice evidence-based assessment.

Day 3 - 4h

Perception-based Assessment

- › Key stakeholders identification;
- › Survey audience segmentation;
- › Gata gathering process;
- › Statistical analysis.

Interview-based Assessment

- › Interview guide;
- › Best practices in formulating questions;
- › Key stakeholders identification;
- › Interview preparation & scheduling;
- › Case study: develop an interview.

Day 5 - 4h

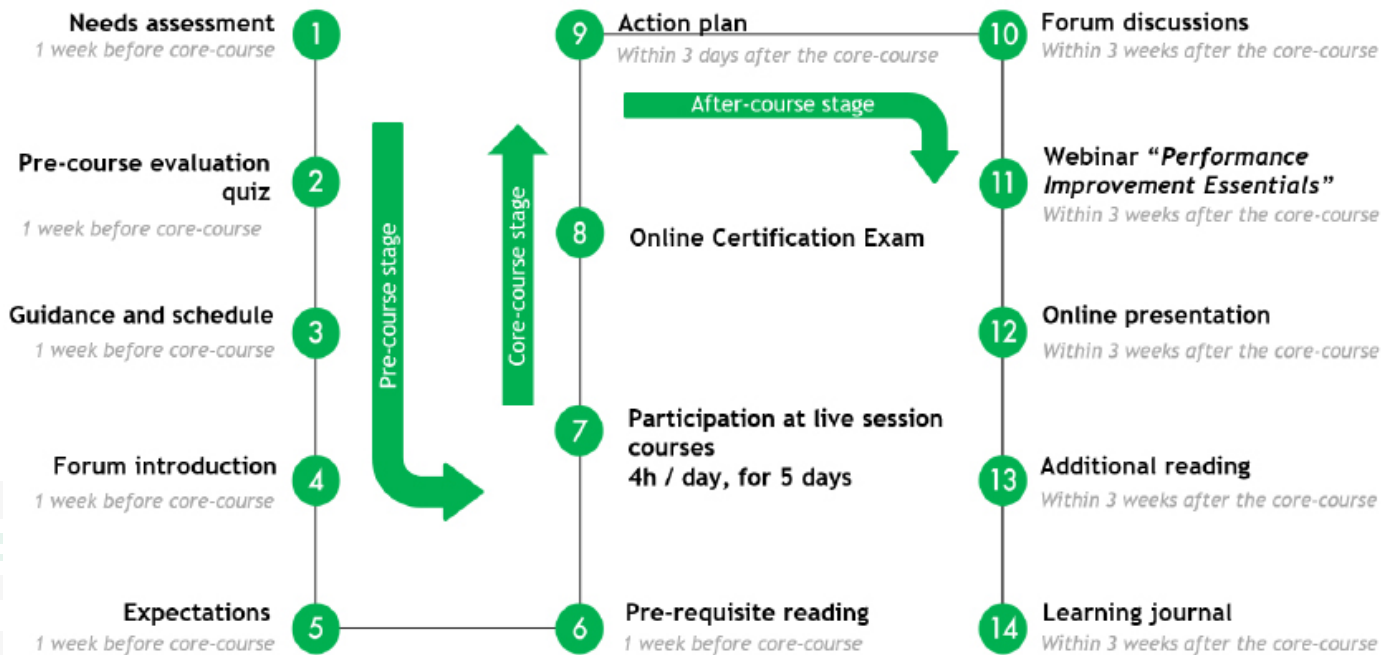
Audit Deliverables

- › Audit Report;
- › Executive Dashboard;
- › Roadmap for Constinuous Improvement Report;
- › Roadmap for Constinuous Improvement.

Review and Certification Exam

- › Course review, Q&A;
- › Exam.

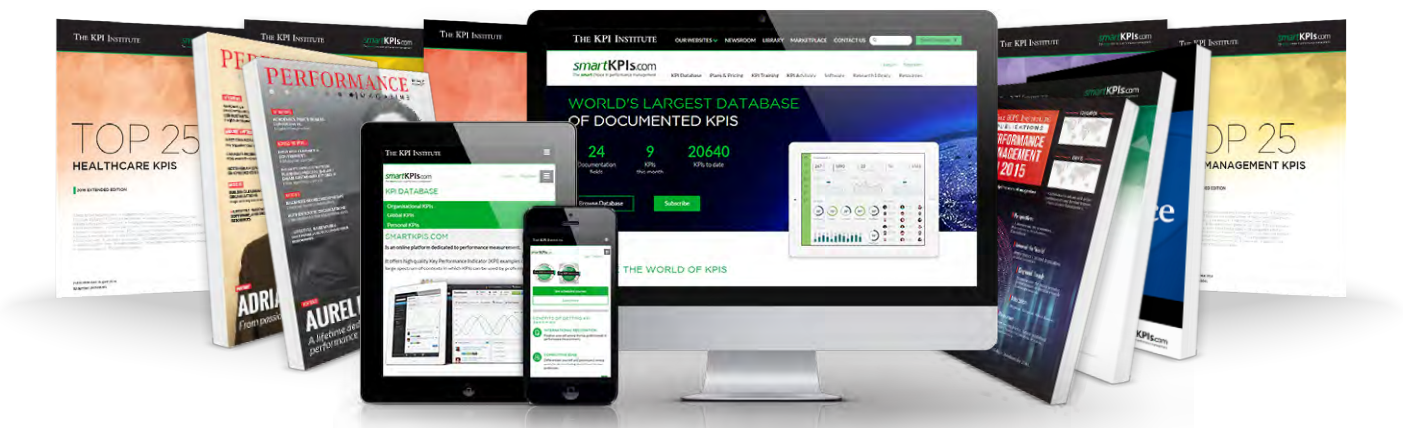
Certification Process



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

- > Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- > Certificate of Attendance (soft copy): after participating at the 5 days of live session course;
- > Certified Professional diploma (soft copy): after you have successfully completed all of the 3 stages of the learning experience.

Educational resources



Course materials

- › Course slides;
- › Course notes;
- › Course quiz;
- › The KPI Infographic.

The qualitative reports

- › Performance Management in 2014 and 2015.

Catalogues

- › KPI Documentation Forms;
- › Negative Behaviors;
- › Targets in Practice;
- › Dashboards;
- › Scorecards;
- › Hardware;
- › Graphs in Practice;
- › Glossary of terms.

Videos

- › 11 Videos dedicated to Performance Management.

Fact sheets

- › KPI Definitions, KPIs in Practice;
- › Terminology in Practice;
- › KPI Selection Criteria;
- › Performance Management Related Theories.

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, Initiatives Portfolio, Performance Management System Architecture, Monthly Performance Management Process, Employee Scorecard;
- › **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.

Facilitator

Doina Popovici

Management Consultant, The KPI Institute



Mrs. Doina Popovici is a Partnership Manager and Management Consultant at The KPI Institute, a research institute specialized in business performance improvement, considered today to be the global authority on Key Performance Indicators (KPIs) research and education. The Institute operates research in 12 practice domains ranging from strategy and KPIs to employee performance and from customer service to innovation performance.

As a Management Consultant, Doina has been involved in designing and implementing the Institute's Partnership Program and Partnership Business Models. These projects focus on the description of the processes and stages through which training and consulting companies receive TKI Accreditation to deliver its educational and advisory programs/services. In addition to this, she is part of the TKI committee that validates external facilitators, consultants and assessors as Official TKI Facilitators, Consultants and Assessors.

Her experience as a Management Consultant also led her to being the author of a large series of live webinars dedicated to performance measurement and the performance improvement fields and an invited speaker guest to conferences in Latin America.

As a Researcher, Doina's activity in the Performance Management field has resulted in the development of the content for the Certified Performance Audit Practitioner Portfolio, an advanced level of recognition designed to validate the experience, applied knowledge and development skills of Certified Performance Audit Professionals. She has had a major contribution in creating awareness in working with KPIs by translating TKI's most popular certification course-Certified KPI Professional - in Spanish and making it more accessible to native speaking professionals. As a Facilitator, she delivers the Certified KPI Professional (English, Spanish and Romanian), Certified Performance Management Professional and Certified Performance Audit Professional programs, both in Europe and Latin America.

Course Fees



Language	Date	Hours/day	Start TIME ME	Start TIME SEA	Standard Fee	Special Fee
English	> 04 - 08 May	4	09:00 GST	13:00 GMT +8	USD \$ 1,500	USD \$ 1,250
English	> 03 - 07 August	4	09:00 GST	13:00 GMT +8	USD \$ 1,500	USD \$ 1,250

Join as a Group

Customized Live Online Group Training Programs

The KPI Institute is offering Customized Live Online Group Training Programs that provide a perfect blend of research, best-practice and best-in-class instructional design.

Leveraging on our extensive research work, our highly skilled faculty, our expertise in providing customized learning solutions, together with next-generation online technology, our Group learning programs are unique, accessible anytime, anywhere learning experiences that deliver results for employees and the organization.

This fully customized training solution supports organizations of all sizes to provide their employees with development opportunities in an efficient, impactful and cost-effective way.

Benefits of customized live online sessions



▶ Flexibility and convenience

Participants can learn from anywhere and it can be scheduled in consecutive days throughout one week or selected days over 2 or more weeks. Participants can access learning materials from anywhere, anytime convenient for the group.

▶ Customized course content

Course content, case studies and exercises will be customized based on the group's industry or selected functional areas, as well as by assessing current needs and competency development requirements.

▶ Business continuity

Continuity of work with daily sessions scheduled for a maximum 4 hours to ensure both information assimilation efficiency and work-related task completion.

▶ Virtual collaborative learning

Facilitated inter-company learning is enabled, leading to Virtual Teams Cooperation and Communication, with the help of specialized E-Learning technology.

▶ Cost effectiveness

An estimated of up to 40% savings compared with traditional face-to-face in-house solutions, due to logistical burdens being waved from both customer and contractor.

Customized Live Online Group Courses	Online Live Format	Content details
Certification	5 Days - 4h/Day	Fully customized certification course
Masterclass	4 Days - 4h/Day	75% of the certification course content, selected based on group requirements
Essentials	2 Days - 4h/Day	50% of the certification course content, selected based on group requirements
Awareness Session	4 h	Selected 1 or 2 sessions from a certification content, depending on the length

Group sizes range from a minimum of 10, to a maximum of 25 participants.

Should you be interested in scheduling a live online Group training course, email us at office@kpiinstitute.org or contact one of the region representatives.

Online Coaching (up to 4h)

- ▶ One of our consultants and facilitators will be dedicated to help customers individually achieve their business objectives, evaluate current systems or tools and provide feedback on how to improve current strategy, performance measurement and management practices.
- ▶ Our dedicated coaches are industry, capability and functional area experts who guide the participants in addressing their business needs and requirements.
- ▶ They will work closely with attendees and help them address their individual areas of improvement.
- ▶ We can assist in providing coaching on all the topics that we cover through our certification programs detailed in this brochure.

*Live coaching will be provided via conference call. The session scheduling will be established either via email/conference call for all delegates or individually between each participant and the facilitator.

**Hours to be accessed when required by scheduling as per customer preference and facilitator availability.

Get in touch with us for a customized quotation