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COURSE BROCHURE

Advanced KPI Library and Performance Optimisation Training Course

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Kuala Lumpur

jupiterprime.uk

info@jupiterprime.uk

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Advanced KPI Library and Performance Optimisation Training Course

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KPI Library and Performance Optimisation is an advanced 2-week training course for performance analysts, KPI owners and operational managers who design key performance indicators and use their results to improve processes, producing a KPI Library and Optimisation Plan for one business area. Organisations collect more operational data than ever, yet many KPIs still trigger debate rather than action. Jupiter Prime Training offers this course to practitioners who own indicators and answer for improvement.

Why KPI Library and Performance Optimisation Matters Now

Three forces push KPI practice forward today: automated data pipelines that expose inconsistent definitions across systems, operational leaders who expect indicators to explain why performance moved and not only whether it moved, and customers whose expectations of speed and reliability rise every year. Organisations that manage KPIs well spot variation early and redirect improvement effort; those that manage them badly chase random noise and reward gaming. The course connects KPI work to the Balanced Scorecard BSC of Kaplan and Norton for strategic alignment and to ISO 9004:2018 guidance on measurement, analysis and improvement for sustained organisational success.

Who Gains Most from KPI Library and Performance Optimisation

- Performance analysts who calculate, validate and visualise KPI results for management
- KPI owners who answer for an indicator's movement and the actions it triggers
- Operational managers who run processes measured by service, cost and quality KPIs
- Business intelligence specialists who build the data models behind KPI dashboards
- Continuous improvement coordinators who use indicators to select and track improvement projects

An operational unit that sends its analyst, its KPI owners and its improvement coordinator together gains most, because the group can agree one KPI library, one reading of variation and one route from signal to action.

KPI Library and Performance Optimisation Capabilities

Participants move from reporting numbers to running a disciplined indicator system that separates signal from noise and directs improvement where it pays.

- Design KPIs from driver trees that link outcomes to controllable process drivers — managers choosing where to act
- Specify KPI definitions with formula, data lineage, frequency and owner — analysts producing consistent results
- Calculate targets and tolerance bands from baselines, capability and benchmarks — leaders setting realistic stretch
- Apply process behaviour charts to distinguish real shifts from routine variation — owners avoiding false alarms
- Build dashboards that guide attention to exceptions and trends — operational meetings deciding quickly
- Test improvement actions through structured cycles and before-and-after measurement — sponsors confirming gains

Key KPI Library and Performance Optimisation Terms

- Key performance indicator — a quantified measure of progress toward an objective that matters enough to trigger management attention and action.
- KPI library — a governed catalogue of an organisation's indicators, with definitions, owners, data sources, targets and relationships.
- Driver tree — a diagram breaking an outcome KPI into the process and input measures that mathematically or causally drive it.
- Process behaviour chart — a time-series chart with calculated limits that separates routine variation from signals needing investigation.
- Tolerance band — the range around a target within which results are treated as acceptable without corrective action.
- Data lineage — the documented path of a KPI's data from source system through transformations to the reported figure.

KPI Library and Performance Optimisation Day by Day

Day 1: The Purpose and Pitfalls of KPIs

- KPI Maturity Assessment — Locating Weaknesses in Current Indicator Practice
- KPI, Metric and Result Distinctions — Deciding What Deserves Management Attention
- Indicator Dysfunction Patterns — Recognising Gaming, Overload and Vanity Measures
- ISO 9004 Measurement Principles — Linking Indicators to Organisational Learning
- KPI Stakeholder Map — Identifying Who Uses Each Indicator and Why

Day 2: From Objectives to Indicators

- Driver Tree Construction — Decomposing Outcomes Into Controllable Drivers
- Input, Process, Output and Outcome Taxonomy — Balancing Indicator Types
- Balanced Scorecard Alignment — Connecting Operational KPIs to Strategic Objectives
- Customer-Critical Requirements — Translating Expectations Into Measurable Characteristics
- KPI Selection Scoring — Ranking Candidate Indicators by Usefulness and Cost

Day 3: Defining Indicators Precisely

- KPI Definition Template — Fixing Formula, Unit, Scope and Exclusions
- Data Lineage Mapping — Tracing Figures From Source Systems to Reports
- Data Quality Dimensions — Testing Completeness, Accuracy and Timeliness
- Ratio and Index Construction — Avoiding Misleading Denominators and Weights
- KPI Ownership Agreements — Assigning Accountability for Results and Data

Day 4: Targets, Tolerances and Benchmarks

- Baseline and Trend Analysis — Grounding Targets in Historic Performance
- Process Capability Estimation — Judging What a Process Can Reliably Achieve
- Internal and External Benchmarking — Calibrating Ambition Against Peers
- Tolerance Band Design — Defining When Results Require Corrective Action
- Target Gaming Safeguards — Preventing Sandbagging and Manipulated Results

Day 5: Understanding Variation

- Common and Special Cause Variation — Deciding Whether to React or Investigate
- Process Behaviour Charts — Calculating Limits and Reading Signals
- Run Chart Rules — Detecting Shifts and Trends in Small Datasets
- Seasonality Adjustment — Separating Calendar Effects From Real Change
- Red-Amber-Green Pitfalls — Replacing Binary Status With Variation Thinking

Day 6: Dashboard Design and Visualisation

- Dashboard Audience Analysis — Matching Detail to Executive and Operational Users
- Visual Encoding Principles — Choosing Charts That Reveal Rather Than Decorate
- Exception-Based Layouts — Directing Attention to Indicators Needing Action
- Drill-Down Hierarchies — Moving From Summary Outcomes to Process Drivers
- Dashboard Usability Testing — Checking That Users Reach the Right Conclusion

Day 7: Building the KPI Library

- KPI Library Architecture — Structuring Indicators by Domain, Level and Process
- Indicator Relationship Mapping — Showing Which KPIs Drive Which Outcomes
- Library Governance Rules — Controlling Additions, Changes and Retirements
- Version Control for Definitions — Keeping Historic Results Comparable
- KPI Rationalisation Review — Retiring Indicators That Inform No Decision

Day 8: Using KPIs to Optimise Processes

- Performance Gap Prioritisation — Selecting Improvement Targets by Impact and Effort
- Root Cause Analysis From KPI Signals — Finding Why Indicators Moved
- Plan-Do-Check-Act Cycles — Testing Improvement Ideas on a Small Scale
- Bottleneck and Flow Analysis — Raising Throughput Where Constraints Sit
- Before-and-After Measurement Design — Proving Improvement Beyond Normal Variation

Day 9: Performance Conversations and Sustainment

- KPI Review Meeting Design — Turning Indicator Results Into Actions and Owners
- Action Tracking Logs — Following Decisions Through to Measurable Effect
- Leading Indicator Watchlists — Flagging Risks Before Outcomes Deteriorate
- Control Plans — Holding Improved Performance After Projects Close
- KPI Literacy Building — Helping Frontline Staff Read Their Own Indicators

Day 10: Practising the KPI Library and Optimisation Plan

- Driver Tree Validation — Testing Indicator Logic for the Chosen Business Area
- Definition and Lineage Peer Review — Checking KPI Sheets With Fellow Analysts
- Variation Analysis Exercise — Reading Real Charts and Deciding Responses
- Dashboard Prototype Critique — Improving Layout From User Feedback
- KPI Library and Optimisation Plan Completion — Finalising Indicators, Targets and Improvement Actions

Applying KPI Library and Performance Optimisation After the Course

- Convert the three most-discussed KPIs in the home unit into process behaviour charts and present the variation findings at the next operational review.
- Run a KPI rationalisation review with indicator owners and retire or redefine measures that no longer inform a decision.

KPI Library and Performance Optimisation Questions FAQ

What is a KPI library and performance optimisation and why does it matter now?

A KPI library and performance optimisation approach combines a governed catalogue of indicators with methods for turning their results into process improvement. It matters now because data volumes keep growing while decisions still depend on a few trusted, well-defined measures.

Which roles gain most from KPI library and performance optimisation training?

Performance analysts, KPI owners, operational managers, business intelligence specialists and improvement coordinators gain most. You benefit most if you define indicators, interpret their movement or must show that improvement actions really changed results.

How does KPI library and performance optimisation differ from a Balanced Scorecard course?

KPI library and performance optimisation works at the level of individual indicators, variation and process improvement. A Balanced Scorecard course concentrates on strategy maps and cascading objectives, while this course concentrates on definitions, targets, charts, dashboards and optimisation cycles.

What do you bring back from KPI library and performance optimisation training?

You bring back a KPI library for one business area with driver trees, definitions, targets and tolerance bands, plus an optimisation plan. You also bring chart templates and a review meeting format.

KPI Library and Performance Optimisation: The Way Forward

The KPI Library and Optimisation Plan first informs which process gaps the operational team tackles in the next improvement cycle. Analysts, KPI owners and managers use it to report, interpret and act on performance consistently. After the first cycle, revisit the tolerance bands and driver links, because real variation data often shows that some targets or causal assumptions need recalibration.