

Performance Management Benchmarking and Continuous Improvement



**LM151
Leadership &
Management**

COURSE TITLE

Performance Management Benchmarking and Continuous Improvement

COURSE DATE/ VENUE

13rd - 17th Jan 24'

London, UK

COURSE REFERENCE

LM151

COURSE DURATION

05 Days

DISCIPLINE

Leadership & Management



COURSE INTRODUCTION

Performance management benchmarking and continuous improvement are essential for organizations aiming to achieve excellence.

Benchmarking involves comparing an organization's performance metrics against industry leaders to identify gaps and set improvement targets. This analysis helps businesses understand their competitive position and develop strategies for enhancement.

Continuous Improvement focuses on ongoing efforts to refine processes, products, and services. It encourages a culture of regular evaluation and incremental change, often utilizing frameworks like the Plan-Do-Check-Act (PDCA) cycle.

Together, these practices foster efficiency, reduce costs, and enhance customer satisfaction, driving innovation and maintaining a competitive edge in the market.

COURSE OBJECTIVE

Upon successful completion of this course, the delegates will be able to:

- **Enhance Performance:** Identify areas for improvement by comparing performance metrics against industry standards, leading to better operational effectiveness.
- **Set Realistic Targets:** Establish achievable goals based on insights gained from benchmarking, guiding strategic planning and resource allocation.
- **Foster a Culture of Improvement:** Encourage employees to embrace continuous improvement practices, promoting innovation and adaptability within the organization.
- **Increase Efficiency:** Streamline processes to reduce waste and optimize resource utilization, ultimately lowering costs and improving profitability.
- **Improve Customer Satisfaction:** Enhance product and service quality through systematic evaluation and refinement, leading to better customer experiences and loyalty.
- **Drive Accountability:** Establish clear performance metrics that hold teams accountable for their contributions to organizational goals.
- **Facilitate Learning:** Create a learning environment where insights from benchmarking inform training and development, helping teams grow their skills and capabilities.

COURSE AUDIENCE

- Executive Leadership
- Department Heads
- Performance Managers
- Quality Assurance Teams
- Process Improvement Specialists
- Data Analysts
- HR Professionals
- Project Managers

COURSE CONTENT

Day 1: Introduction to Performance Management

- Overview of Performance Management
- Importance of Benchmarking
- Key Performance Indicators (KPIs)
- Defining Your Organization's Goals

Day 2: Benchmarking Techniques

- Types of Benchmarking (Internal, Competitive, Functional)
- Data Collection Methods
- Analyzing Benchmarking Data
- Conducting a Benchmarking Study

Day 3: Continuous Improvement Principles

- Introduction to Continuous Improvement
- Lean Methodologies and Six Sigma
- Plan-Do-Check-Act (PDCA) Cycle
- Implementing Continuous Improvement Initiatives

Day 4: Integrating Benchmarking and Continuous Improvement

- Aligning Benchmarking with Improvement Goals
- Case Studies of Successful Integration
- Tools and Techniques for Integration
- Developing an Integrated Action Plan

Day 5: Measuring Success and Sustainability

- Evaluating the Impact of Improvements
- Sustainability in Performance Management
- Creating a Culture of Continuous Improvement
- **Final Workshop:** Presenting Your Action Plan and Feedback Session
- Conclusion

COURSE CERTIFICATE

TRAINIT ACADEMY will award an internationally recognized certificate(s) for each delegate on completion of training.

COURSE FEES

£5,500 per Delegate. This rate includes participant's manual, Hand-Outs, lunch, coffee/tea on arrival, morning & afternoon of each day.

COURSE METHODOLOGY

The training course will be highly participatory and the course leader will present, guide and facilitate learning, using a range of methods including formal presentation, discussions, sector-specific case studies and exercises. Above all, the course leader will make extensive use of real-life case examples in which he has been personally involved. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Case studies & Practical Exercises
- 10% Role Play
- 10% Videos, Software or Simulators (as applicable) & General Discussions

