

Register 3 or more participants and enjoy 5% discount

Why You Should Attend This Course:

The performance of organisations is among the top agendas in any management, and quite rightly so. Many organisations however are measuring the “wrong square peg in a round hole”, as demonstrated by them being like busy bees without collecting any honey. And since you cannot hope to manage what you cannot measure properly, it is no wonder many are not performing up to expectations. You may end up praising the bad and reprimanding the good.

Learning Outcome:

At the end of this course, YOU will be able to achieve the following:

- Define KPI and its relevance to your areas of responsibility
- Set expectations and work together to improve performance
- Assess and review performance strengths and weaknesses
- Enhance awareness of obstacles to success and take actions to overcome them
- Contribute to your organisational objectives

Course Outline:

- Introduction to Performance Measurement and KPI
- The reasons for setting KPI
- Right & wrong types of KPI
- Parkinson Principle
- The role of Goal Setting
- How to set the correct KPI?
- Empowerment and ownership
- System concept & Review system
- Continuous improvement and raising the bar
- Soft skills and cultural requirements for successful implementation of KPI
- Motivation and reward system

Who Can Benefit?

Supervisors, executives, managers, senior management and anyone who needs to handle their areas well.

Trainer's Profile

Andrew Cheah started his consultancy and training experience in 1991 as a management consultant attached with a US based consultancy firm. He has extensive consulting experience in Indonesia, Thailand and Malaysia, specialising in the areas of productivity improvement, cost savings, behavioral change survey and training. His clients come from diverse industries such as Electronics & Electrical, Steel Mill, Food Processing, Garment & Knitting, Furniture, Fertilizer, and Yarn/Thread. His last position was the Vice President of Operations before joining the manufacturing fraternity as Head of Department with multiple responsibilities in the areas of Training, Facility, Industrial Engineering, Productivity, and Safety. Under his leadership, the company won the National Productivity Award in 1999 organised by the National Productivity Corporation (NPC). He became the General Manager for an organisation listed on the main board in Bursa Malaysia before setting up his own management consultancy practice.

He now partners with the Singapore Manufacturers' Federation (SMA), the Federation of Malaysian Manufacturers (FMM), Chartered Institute of Management Accountants (CIMA), and the Malaysian Employers' Federation (MEF) to deliver training courses on numerous topics relating to both hard and soft skill subjects.

Andrew has an MBA degree qualification with the University of Portsmouth, UK. His experience in international consultancy has also earned him a membership with the Association of Productivity Specialist (New York), in addition to being a qualified ISO 9000 assessor.

Date: 3 & 4 Jul 2008

30 & 31 Oct 2008

Time: 9.00am – 5.00pm

Venue: 99B Amoy Street

Course Fee:

- S\$780.00
- Excludes GST
- Lunch and refreshments will be provided
- MIS Members enjoy 10% discount

FOR LEARNING AND DEVELOPMENT CONSULTANCY AND PROGRAMME SERVICE ENQUIRIES:

Web: www.mis.org.sg

Email: seminars@mis.org.sg

Tel: 6327 7580/81/82/86

Fax: 6327 9741

REGISTRATION FORM



EXECUTIVE DEVELOPMENT PROGRAMMES

Register online at www.mis.org.sg or fax form to 6327 9741

Register for **3 participants**
or more and enjoy
5% discount!

Understanding Key Performance Indicators

3 & 4 July 2008 30 & 31 October 2008 9.00am to 5.00pm each day
S\$780 (subject to prevailing GST charges) Includes lunch and refreshments

Participant(s) Name	Designation	E-mail	Contact No.	Fee
1)				
2)				
3)				
4)				
5)				
Sub-Total				
GST				
Total Amount Payable (including GST)				
Company:				
<input type="checkbox"/> Member (MIS Membership No):		<input type="checkbox"/> Non-Member		
Address:				
Contact Person:	Designation:			
Tel:	Fax:			
E-mail:				

Administrative Details

Registration & Payment

A place will be reserved for you upon receipt of your registration. A confirmation will be sent to you via email 2 weeks before course commencement. Please send your payment to us when you receive our invoice. All cheques should be crossed and made payable to "Marketing Institute of Singapore Training Centre" with the invoice no. indicated at the back of the cheque.

Marketing Institute Members' Discount

Corporate and Individual Members of the Marketing Institute will be entitled to a 10% discount on all Executive Development Programmes. For membership enquiries, please email: membership@mis.org.sg

Group Discount

Companies will be entitled to a 5% discount for sending a group of 3 or more participants to the same course on the same date.

Course Venue

All public learning courses will be held at 99B Amoy Street, Singapore 069919 unless otherwise stated.

Withdrawals

There will be no cancellation fee if notice of withdrawal is given 14 days before commencement of course, after which a cancellation fee of 25% of the course fee will be levied. The full fee will be charged for withdrawal or no-show on the course commencement date. Replacements from the same company are allowed.

Cancellation

Marketing Institute of Singapore Training Centre reserves the right to change or cancel the training course due to unforeseen circumstances.

Custom-Design Training Courses

Courses can also be custom-designed to match your department or organisation's specific training requirements. Please contact us for further enquiries. Email: seminars@mis.org.sg or call 6327 7582/83.

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