



THE ART & SCIENCE OF SETTING EFFECTIVE KPI

THIS COURSE IS CLAIMABLE UNDER HRD CORP CLAIMABLE COURSES SCHEME
HRD CORP PROGRAM APPROVAL NUMBER: 10001616387

This one-day program is designed to equip participants with the knowledge and tools to develop effective Key Performance Indicators (KPI) that are aligned with organizational goals and strategic priorities. Participants will learn how to translate strategy into measurable outcomes, differentiate between leading and lagging indicators and set SMART KPIs that drive accountability and performance excellence. Through hands-on exercises, case studies and group discussions, participants will gain practical skills to design and implement KPI that truly measure what matters.



8 December 2025
Monday

8.30 am - 5.00 pm

**Maya Hotel,
Kuala Lumpur**

RM850 (Early Bird)
Register by 30 November 2025

RM950 (Normal)
Register after 30 November 2025

WHO SHOULD ATTEND:



CEO | Director | HOD | Manager |
Executive | Supervisor |
Team Leader

For registration:

**SCAN
ME! >>**



<https://tinyurl.com/KPIDEC25>

REGISTRATION & INQUIRIES:



012-525 9283 (Intan)
019-570 3930 (Hafiz)

admin@quattrounity.com

www.quattrounity.com





THE ART & SCIENCE OF SETTING EFFECTIVE KPI

8 December 2025 (Monday)

8.30 am - 5.00 pm

8.30 am - 9.00 am

Registration

9.00 am - 1.00 pm

OVERVIEW OF PERFORMANCE MANAGEMENT

- What is performance management
- Aim & importance
- Roles & responsibilities
- Performance management cycle

UNDERSTANDING KPI & STRATEGIC ALIGNMENT

- What is KPI & why they matter
- Linking KPI to vision, mission & strategy
- The Balance Scorecard perspective

DESIGNING SMART KPI

- Criteria for SMART KPI
- Avoiding common KPI pitfalls

LEADING VS LAGGING INDICATORS

- Definition & difference
- Examples in various functions

1.00 pm - 2.00 pm

Lunch

2.00 pm - 5.00 pm

KPI CASCADING & ALIGNMENT

- From organizational goals to departmental & individual KPI
- Aligning KPI across teams for performance consistency
- Effective communication for KPI setting
- Building ownership & accountability

MONITORING, REVIEWING & REFINING KPI

- Setting KPI target & performance threshold
- KPI dashboard & reporting methods
- Reviewing & recalibrating KPI for continuous improvement

ACTION PLANNING & COMMITMENT

- Reflection
- Drafting personal KPI action plans
- Group sharing & feedback

HOW TO REGISTER:

Fill up the Google Form at this link: <https://tinyurl.com/KPIDEC25>

For HRD CORP CLAIMABLE COURSES SCHEME:

- Tick 'YES' for claiming HRD Corp on the online form. We will email the details and documents for HRD Corp grant application.
- Company must apply the grant from HRD Corp. Please email the grant approval from HRD Corp to us.

For self-payment:

- Please email the payment proof to admin@quattrounity.com.



Payment to : QUATTRO UNITY SDN BHD

Bank : AFFIN BANK BERHAD

No akaun : 100240150063

OR

Cheque payable to 'QUATTRO UNITY SDN BHD'

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