The PuMP® PERFORMANCE MEASURE BLUEPRINT Workshop

BSEA ENHANCING VALUE CREATION

Practical step-by-step techniques to end your KPI struggles

Your struggles with performance measurement are caused by bad habits you don't know you have!

Most people – whether executives, managers, strategy or performance professionals, or analysts – struggle to do measurement well.

These struggles are due to some bad habits that, in the absence of a proper performance measurement methodology, have become common practice.

Put your KPI struggles behind you!

Some of the bad performance measurement habits that have become common practice are:

» brainstorming KPIs and measures
» writing objectives and goals with words like effective, efficient, sustainable, reliable, quality...
» 'consulting' people in developing measures
» interpreting performance by comparing this month to last month
» If you want performance measures that really do dramatically improve performance, you have to unlearn these bad habits. The PuMP® Blueprint helps you do that. It will give you powerful new habits that will rock your world, as it has done for hundreds of people in the last 6 years the world since 2002.

Is the PuMP® Blueprint for you?

The PuMP® Blueprint is a rigorous and practical methodology that details how to:

» clearly communicate goals to your team so they truly understand what they are contributing to
» generate lots of buy-in and excitement in your team for measuring and improving performance
» create useful and meaningful measures of performance, that people actually use and value

A 2-day Program
Cost Net of Tax*: USD 2,200

The PuMP® PERFORMANCE MEASURE BLUEPRINT Workshop

» make lasting improvements in performance rather than putting Band-Aids on symptoms
» get tight alignment of measures to strategy, and not waste effort on irrelevant measures
» measure those intangible goals that are too important to track with trivial counts or milestones
» streamline your measurement and reporting process to reduce cost and effort and cycle time

By learning the PuMP® Blueprint, you get everything you need to create measures that transform your organisation's performance.

We want you to get at least a 10-fold return on your investment in PuMP® within 6 months following the program. You can. And that's just the start!

stacey barr

WORKSHOP PROGRAM DETAILS

» Practical step-by-step techniques to end your KPI struggles

The PuMP® Performance Measure Blueprint

Step 1 — PuMP Diagnostic
Fixing the focus firmly on continuous improvement.

Step 2 — Results Mapping
Making the strategy clear, focused and measurable.

Step 3 — Measure Design
Choosing meaningful measures that evidence results.

Step 4 — Measure Gallery
Organically building buy-in beyond the team.

Step 5 — Measure Definition
Defining and documenting how to implement the measures.

Step 6 — Performance Reporting
Creating useful and usable performance reports that inspire action.

Step 7 — Measure Interpretation
Responding to true signals in the measures.

Step 8 — Using Measures
Improving business processes to improve performance.

» What will you learn?

The PuMP® Performance Measure Blueprint is a framework to redesign your performance measurement process.

The emphasis is on practical techniques and templates, real-life case studies, and time for you to practice what you learn with support from experts. You will:

» make your strategy measurable and easier to communicate and cascade

» select and design performance measures that are far more meaningful than brainstorming or benchmarking ever can produce

» get buy-in from staff and stakeholders to enthusiastically own performance measurement and improvement

» bring your measures to life in a consistent way, using the right data and with the right ownership

» design insightful and actionable reports and dashboards that focus discussion on improvement

» clearly see the real signals from your measures about whether performance is improving or not

» convincingly hit your performance targets, and make measurement about transformation, not about blame or covering your butt!

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WORKSHOP PROGRAM DETAILS

Practical step-by-step techniques to end your KPI struggles

Tools and Material

» Comprehensive lesson workbooks including the webinar PowerPoint slides, examples, worksheets and checklists to help you apply what you learn throughout each lesson.

» A case study demonstrating the full application of the PuMP® techniques, to model and inspire.

» A CD of all the time-saving templates and tools to use with your colleagues as you involve them in performance measurement activities.

» A bonus free membership in the online PuMP® Community, filled with extra resources to help you implement PuMP® and implement it well.

Boost your career with PuMP® Certification

The PuMP® Performance Measure Blueprint is certified by the George Washington University College of Professional Studies and the Balanced Scorecard Institute.

THE GEORGE
WASHINGTON
UNIVERSITY
WASHINGTON DC

BALANCED
SCORECARD
INSTITUTE

Strategy Management Group
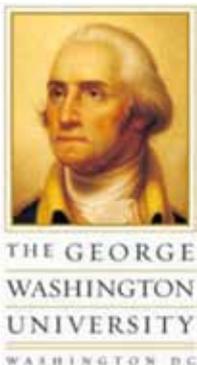
You walk away with can-do, not just know-how...

The resources we give you are there to support your implementation, not just your learning:

Who is your presenter?

PuMP® Certification demonstrates your ability to develop performance measures that are meaningful, aligned to strategy, implemented efficiently and focused on driving performance improvement.

Peter Ndaa, a strategy and performance measurement expert.
Peter is CEO Balanced Scorecard Eastern Africa, a Senior Associate with the Balanced Scorecard Institute, Cary, North Carolina, USA and a PuMP® consultant with Stacey Barr Pty, the performance measurement specialists.

He has over 20 years of experience as a consultant, practitioner and trainer in the areas of business strategy development and implementation, and performance management.

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Practical step-by-step techniques to end your KPI struggles

The 2-day Workshop Program:

Both days start promptly at 8:30 am and will finish by 4:30 pm

Introduction – Performance measurement is a process, not an event.

We discuss the problems with performance measurement and how to solve them by thinking about performance measurement as a process.

STEP 1: PuMP® Diagnostic – Fixing the focus firmly on continuous improvement.

We start off on the right foot with the PuMP® Diagnostic to help your Measures Team understand what good measurement means, and how to do it properly to avoid the most common struggles and problems.

STEP 2: Results Mapping – Making the strategy clear, focused and measurable.

We explore why it's so hard to measure the right things, how to know if a strategy (i.e. your goals, objectives or priorities) is measurable enough, and how the PuMP® Results Mapping technique can make strategy measurable.

STEP 3: Measure Design – Choosing meaningful measures that evidence results.

We review the traditional approaches people take to selecting measures and why they fail, and then see how the PuMP® Measure Design technique produces measures that are meaningful, relevant, cost-effective and easy for people to buy-in to.

STEP 4: Measure Gallery – Organically building buy-in beyond the team.

There are some very specific reasons why people don't buy in to performance measures which we will explore, and we'll see how the PuMP® Measure Gallery technique can build buy-in and generate excitement for performance measurement.

STEP 5: Measure Definitions – Defining and documenting how to implement the measures.

We talk about the causes behind why so many measures are never brought to life (i.e. never get reported or used) and how the PuMP® Measure Definition technique is so useful for specifying exactly how each measure should be implemented.

STEP 6: Performance Reporting – Creating useful & usable performance reports that inspire action.

We'll look at why typical performance reports are next to useless, and discover how the PuMP® Report Design technique quicky and easily produces performance reports that answer the 3 questions every performance report should answer.

STEP 7: Measure Interpretation – Responding to true signals in the measures.

It's so easy to misinterpret performance measure signals, and frighteningly, most people do. So we'll follow the PuMP® Measure Interpretation technique to make interpretation of performance measures easier, valid and incredibly insightful.

STEP 8: Using Measures – Improving business processes to improve performance.

The role of performance measures is to improve performance more easily, quickly and economically. The PuMP® Using Measures technique shows how to use performance measures to get the highest leverage improvements.

Close – Preparing for a successful PuMP® implementation. We'll close the workshop by focusing on how to start implementing PuMP® to choose, create and use your first meaningful performance measures, in a way that brings quick success.

Payment must be made before the course date.

Please ensure that proof of payment is sent through timeously.