



## course : Performance Measurements, Continuous Improvement & Benchmarking

**City :** Kuala Lumpur  
**Start Date :** 2025-10-20  
**Period :** 2 Weeks

**Hotel :** Kuala Lumpur  
**End Date :** 2025-10-31  
**Price :** 5925 \$

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## Course Overview

Effective performance management is essential to businesses. Through both formal and informal processes, it helps them align their employees, resources, and systems to meet their strategic objectives. It works as a dashboard too, providing an early warning of potential problems and allowing managers to know when they must make adjustments to keep a business on track.

Performance measurement is a way of tracking what goes on in your business. It's vital to improving the weak points without undermining your business's strong points. Choose the right metrics, and you'll be well on your way to success.

Performance Measurements, Continuous Improvement and Benchmarking training course, provides the methods, tools and techniques required to improve performance and productivity by integrating strategy, operations and projects with a performance measurement, framework that will work in traditional environments and enhance Lean and Agile methods when they are used.

## Course Objectives

**By the end of this training course, participants will be able to:**

- Understand the benefits of performance measurement, continuous improvement, and benchmarking
- Demonstrate how these activities enhance organizational performance
- Identify and implement effective performance measurement methods
- Apply process improvement and benchmarking techniques
- Integrate performance measures with Lean and Agile tools to boost productivity

## Target Audience

**Performance Measurements, Continuous Improvement and Benchmarking training course, is ideal for :**

- General Managers
- Operational Managers
- Maintenance Managers

- Maintenance & Reliability Engineers
- Technical managers & supervisors
- Quality Managers

## Methodology

This course employs a practical and interactive approach, combining presentations, case studies, group discussions, and hands-on exercises. Participants will apply performance measurement, continuous improvement, and benchmarking techniques in realistic scenarios, enabling them to practice implementing process improvements and integrating Lean and Agile tools. The methodology emphasizes experiential learning, peer collaboration, and real-world application, ensuring participants can immediately apply the knowledge and skills gained to enhance organizational performance.

## Course Outline

### Day 1: Foundations of Performance Measurement

- The need for performance measurement
- Benefits of Lean and Agile methodologies
- Using data constructively and avoiding misuse
- Selecting the vital few performance measures
- Applying performance measures in operations and projects
- Current good practices in performance measurement
- Using measurements for continuous improvement

### Day 2: Understanding Variation and Process Improvement

- Recognizing variation as key to understanding performance
- Interpreting histograms, run charts, and control charts
- Range and standard deviation concepts
- Introduction to control charts
- Identifying opportunities for process improvement
- Writing effective problem and mission statements
- Overview of Lean and Agile tools and techniques

### Day 3: Lean and Agile Approaches in Practice

- Introduction to Lean and Agile principles
- Key principles of Lean management
- Origins of Agile and lessons from project failures
- Fusion of Lean and Agile methods for enhanced performance
- Analyzing and improving Lean and Agile processes and projects
- Practical application of Lean and Agile tools and techniques

#### **Day 4: Benchmarking for Performance Improvement**

- Benchmarking project and process performance
- Identifying causes of problems and potential solutions
- Linking causes and effects; investigating variable relationships
- Role of knowledge management in benchmarking
- Integrating benchmarking with Lean and Agile methodologies

#### **Day 5: Running a Successful Benchmarking Project & Change Management**

- Scoping and planning a benchmarking study
- Selecting benchmarking metrics and partners
- Executing Lean and Agile projects effectively
- Integrating performance management with Lean and Agile methods
- Using benchmarking to drive organizational change

### **Certificates**

On successful completion of this training course, HighPoint Certificate will be awarded to the delegates. Continuing Professional Education credits (CPE): In accordance with the standards of the National Registry of CPE Sponsors, one CPE credit is granted per 50 minutes of attendance.