



course : Performance Measurements, Continuous Improvement & Benchmarking

City : Kuala Lumpur
Start Date : 2025-12-15
Period : 1 Week

Hotel : Kuala Lumpur
End Date : 2025-12-19
Price : 3950 \$

HighPoint Training and Management Consultancy
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Course Overview

Effective performance measurement, continuous improvement, and benchmarking are essential tools for enhancing organizational efficiency, productivity, and quality. This course provides participants with a comprehensive understanding of these key management practices, showing how they can be applied in conjunction with Lean and Agile operations to drive measurable improvements and deliver sustainable business value.

Course Objectives

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

- Explain the benefits of performance measurement, continuous improvement, and benchmarking.
- Demonstrate how these practices contribute to higher organizational performance.
- Determine effective methods for generating and implementing performance measures.
- Apply process improvement and benchmarking techniques effectively.
- Integrate performance measures with Lean and Agile tools to enhance productivity.

Target Audience

This course is suitable for professionals involved in performance measurement, process improvement, and benchmarking, including:

- General Managers
- Operational Managers
- Maintenance Managers and Reliability Engineers
- Technical Managers and Supervisors
- Quality Managers

Methodology

Interactive Presentations: Clear explanations of core concepts.

Case Studies & Real-Life Examples: Analysis of practical applications.

Group Exercises & Workshops: Hands-on activities to apply tools and techniques.

Discussions & Reflections: Share insights and experiences.

Video Demonstrations: Illustrate practical applications and best practices.

Continuous Feedback: Immediate coaching to reinforce learning.

Course Outline

Day 1: Performance Measurement - The Starting Point for Improvement

- The need for performance measurement.
- Impact of Lean and Agile methods on performance.
- Using data constructively and avoiding misuse.
- Selecting the 'vital few' performance measures.
- Applying performance measures in operations and projects.
- Current best practices in performance measurement.

Day 2: Using Measurements for Continuous Improvement:

- Understanding variation as the key to performance analysis.
- Interpreting histograms, run charts, and control charts.
- Calculating range and standard deviation.
- Introduction to control charts.
- Methods for improving processes.
- Writing effective problem and mission statements.

Day 3: Lean and Agile Tools and Techniques:

- Introduction to Lean and Agile principles.
- Key concepts of Lean management.
- Origins and principles of Agile project management.
- Combining Lean and Agile approaches for current best practice.
- Analyzing processes or projects using Lean and Agile tools.
- Applying techniques in practical scenarios.

Day 4: Benchmarking, Measurement, and Improvement

- Benchmarking process and project performance.
- Identifying root causes of problems and potential solutions through benchmarking.
- Linking causes to effects in performance analysis.
- Investigating relationships between variables.

- Role of knowledge management in benchmarking.
- Integrating tools with Lean and Agile methods.

Day 5: Running a Successful Benchmarking Project

- Scoping and planning a benchmarking study.
- Selecting metrics and benchmarking partners.
- Running effective Lean and Agile projects and processes.
- Integrating performance management with Lean and Agile.
- Using benchmarking as a tool for change management.

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.