



## course : Performance Measurements, Continuous Improvement & Benchmarking

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| <b>City :</b>       | Abu Dhabi  | <b>Hotel :</b>    | Emirates Palace |
| <b>Start Date :</b> | 2025-12-15 | <b>End Date :</b> | 2025-12-26      |
| <b>Period :</b>     | 2 Weeks    | <b>Price :</b>    | 5925 \$         |

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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.