KPIs
Principles & Fundamentals
Course Code: JAQM112OL

Jordan Academy for Quality Management
CREATING QUALITY CULTURE

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Overview

A key performance indicator (KPI) is a metric an organization uses to determine how well it meets its strategic goals and objectives. This means different businesses have different KPIs depending on their respective performance criteria or priorities. At the same time, the indicators usually follow industry-wide standards.

Organizations must know how to determine which metrics can work as their key performance indicators. Without these indicators and the guidance they provide to businesses, it's nearly impossible for them to achieve their full potential.

Objectives

"KPIs: Principles and Fundamentals" workshop aims at spreading awareness, good knowledge, principles on KPIs. Participants will be enabled to develop, monitor, measure, and evaluate the effectiveness of the KPIs that will measure and track their business objectives.

Course Outlines

- Terms and Definitions
- Basic Data Analysis
- Introduction to KPIs
- Business Objectives
- Developing and Measuring KPIs
- Documentation the KPIs
- KPI's Evaluation

Targeted Group, this course targets:

- People who seek to understand what KPIs are and why organizations should develop and use KPIs.
- People who seek to understand the importance of KPIs.
- Management who plans to develop KPIs and achieve quality or business objectives at their organizations.
- Quality people, engineers, QA people, QC people, Production, R&D People, and all who like or plan to be involved in a business performance improvement project.
- Anyone planning to improve his/her skills in the KPIs field.

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Workshop Duration

"KPIs: Principles and Fundamentals" workshop will be held for 3 training hours over one training day. This workshop can be customized and delivered based on in-house training to meet certain needs and requirements.

Date, Time, Venue

- Date: Saturday, 4/5/2024
- Time: 6:30 – 9:30 pm Jordan Time
- Venue: Online using Zoom platform

Workshop Fees

Usual fees are JD50. But as JAQM supports the individuals to attend and benefit from the workshop and improve their knowledge and skills, the fees will only be **JD30 for individuals**. The discount is not applicable to organizations' delegates unless they have 3 participants or more. Fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA.
- Training material in pdf format.
- Handouts

Payment Methods

To make it easy to settle the course fees, JAQM offers different alternatives for fees payment as follow:

- Transfer to JAQM's bank.
- Cash deposit in JAQM's bank.
- CliQ: alias name: JAQMQ.
- Western Union transfer.
- ZainCash Wallet.
- Orange Money Wallet.

Please choose in the registration form the method that is best for you so we can send you the details based on your choice.

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Presentation Approach

- English for data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Case studies and group activities

Registration Process

To enroll in this program, please click the following link and fill out all the fields in the registration form:

https://forms.gle/7CnW2kLKTuiYwR7n9

Once you submit the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees are settled as per your payment method.

For organizations' delegates, HR or training department can send an email to confirm the registration for their delegates including their names, emails, and mobiles.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 516 0157, Mobile and WhatsApp: +962 7 7744 1808

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.

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