

Business Performance Management - Control Frameworks and Dashboards

INTRODUCTION

- In today's global markets competition has never been fiercer for both customers and investors. Although many organisations invest significant time and effort in strategy development research shows that many fail to achieve the success they hoped for. This is because they have no effective control framework with which to manage strategic execution and lack the right tools with which to communicate, measure and manage the most important aspects of organisational performance.

This training course will highlight:

- How vision and goals are converted in to winning strategies?
- Effective use of powerful tools to develop key performance measures
- Designing and implementing Business Performance Management (BPM) systems
- Understanding and exploiting Business Intelligence (BI) systems
- Using data analysis and graphical presentation tools
- Designing, building and implementing Excel dashboards

OBJECTIVES

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

- Understand the strategic analysis and development process
- Use powerful strategy maps to identify key performance measures
- Apply key financial measures to manage shareholder value
- Maximise the benefit of BI for data analysis and interpretation
- Design and build effective dashboards in Excel

TRAINING METHODOLOGY

- This Business Performance Management training course is designed as a highly participative workshop to provide delegates with the opportunity to apply the key principles and techniques of Business Performance Management and control dashboards.

This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes:

- Seminars
- Discussions and opportunities for delegates to share experience
- Application of key principles to realistic case studies
- Hands-on practice with Excel data analysis and charting tools
- Practical sessions designing and building Excel dashboards

WHO SHOULD ATTEND?

- Business Performance Management and dashboards are at the heart of organisational performance management; managers involved in any part of the Business Performance Management process will benefit from attending this leading-edge training course.

This training course is suitable to a wide range of professionals but will greatly benefit:

- Divisional Managers
- Planning Managers
- Functional Managers and Team Leaders
- Financial Professionals
- Head Office Reporting Team Members

Course Outline

Defining and Measuring Organisational Success

- Defining Organisational Vision, Values and Goals
- Balancing Stakeholder Objectives and Interests
- Strategic Analysis and Strategy Development
- Key Perspectives on Organisational Performance
- Building Strategy Maps to Identify Key Performance Measures
- Measuring and Managing Shareholder Value

Business Performance Management Frameworks

- The Stages and Tools for Effective Business Performance Management (BPM)
- Introducing Strategic, Operational and Tactical Dashboards
- Developing and Implementing a Balanced Scorecard
- Enterprise Resource Planning (ERP) Systems and BPM
- The Role of Budgeting and Forecasting in BPM
- Implementing Adaptive Management Processes
- Dealing with Resistance to BPM Implementation

Effective Data Analysis and Forecasting Tools

- Business Intelligence (BI) - sources of business data
- Using Excel to Extract and Manipulate Performance Data
- Getting the Most from Excel Pivot Tables
- Making Effective Use of Excel Data Analysis and Forecasting Tools
- Integrating Risk Management in to BPM
- Sensitivity Analysis and “what if” forecasts

Designing and Developing Excel Dashboards

- Using Dashboards as “Agents for Change”
- Excel Dashboards – Data Analysis and Manipulation Functions
- Excel Dashboards – Key Elements of Design and Layout
- Working with Excel Graphics and Pivot Charts
- Excel Dashboards – Using Conditional Formatting
- Excel Dashboards – Traffic Lights and Speedometer Graphics

Effective Dashboard Implementation and Integration

- Strategic, Operational and Tactical Dashboards in Action
- Critical Success Factors in Implementing Dashboards
- Alternative Approaches for Dashboard Applications
- Elements of Best Dashboard Design
- Implementing and Integrating Dashboards