

BUSINESS PERFORMANCE ANALYTICS (BUSINESS PERFORMANCE MANAGEMENT)

DC-BPA

Duration: 5 days; Instructor-led | Virtual Instructor-led

OVERVIEW

This programme is created specifically for learners who need to manage organisation performance systems across departments.

OBJECTIVES

- Industry best practices for implementing organizational performance systems
- Gap analysis procedures Methods to identify and interpret the implications of data patterns
- Implement organisational performance systems within the department whilst taking into account its unique requirements
- Design monitoring and testing procedures for processes within the department that are aligned to the requirements of key performance indicators
- Evaluate performance of the department against goal set
- Perform gap analysis on the gaps identified within the department
- Identify root causes for gaps between current and future state of department based on the gap analysis
- Develop reports with Recommendations on how to address root causes and close gaps in the department
- Translate blueprints into implementable action plans

PREREQUISITES

- No prerequisites

AUDIENCE

- Business Analysts
- Operation Analysts
- Customer Intelligence
- Market Intelligence
- Data Analysts.

WORKSHOP SOFTWARE TOOLS

- JMP*
- Orange
- Microsoft Power BI
- R or Python
- Tableau

COURSE CONTENTS

Module 1: Introduction To Business Performance Analytics And Organizational Performance Systems

- Developing business key performance indicators

- Balanced scorecard and objectives key result (OKR with process linkages)
- Capturing existing strategic goals and performance measurements (goal and achievements)
- Aligning organisation goals and business performance measurements

Module 2: Departmental Key Performance Indicators Development

- Departmental Key Performance Indicators (KPIs)Development
- Develop assessment measures to evaluate organizational performance and trends
- Blueprint development for performance systems

Module 3: Evaluating Of Organizational Performance Systems

- Validating if the measurements are the right ones
- Alignment of department KPIs, process linkages, strategy indicators
- Gap analysis procedures

Module 4: Root Cause Analysis For Organizational Performance

- Root cause analysis procedures for addressing gaps in organisational performance
- Reviewing reports and developing recommendation to address gaps identified in department performance systems