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1. Fill in and send the registration form available online at www.eabgroup.com.au;
2. An email confirmation containing bank account details will be sent to you;
3. Proceed with the attendance fee payment by bank transfer;
4. Send through email or fax the proof of the payment transaction completion;
5. A tax invoice together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Credit card payment on smartKPIs.com

1. Fill in and submit the registration form available online at www.eabgroup.com.au
2. Pay by credit card using the online facility;
3. A tax invoice together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Registration cancellation procedure

- Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less \$300 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date.
- If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged.
- If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded.
- If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

Course design and participation fee

Date	19-20 January 2012
Location	The ANU House at Level 11, 52 Collins St., Melbourne
Course duration	9:00-17:00 on Day 1 and 9:00-16:45 on Day 2
Course attendance fee	\$1540 (GST included)
Discounts offers	Option 1: \$1430 for members of the www.smartKPIs.com community Option 2: \$1320 for early bird payment by the 21 December 2011 Option 3: \$1045 for 2 or more participants from the same organization, in conjunction with any other course booked with eab group and for existing eab group customers.
Other inclusions	Course support handouts, certificate for course completion, lunch-catering service, coffee breaks
Class size	Limited to a maximum of 16 participants
Registration deadline	12 January 2012
Contact person	Anita Liang, Project Manager, Tel: + 61 3 9670 2979

Registration methods

Registrations for the course can be made online, via email or fax. The registration process will be completed only after the attendance fee is paid.

Online at www.eabgroup.com.au for bank transfer payments and at www.smartKPIs.com for credit card payments

Email by sending the completed registration form to: office@eabgroup.com.au

Testimonials

"Aurel Brudan was instrumental in assisting me with the development & implementation of a Balanced Scorecard for the Infrastructure Services Division of Australia Post. His knowledge & understanding of Performance Management and KPIs was of great value that enabled a smooth and successful implementation. Aurel's ability to explain key performance management theory and practical concepts to staff at all levels of management was one of the key learning experiences in this area."

Clifford Chaperon, Manager Business Performance | Capital Investment, Corporate Services, Australia Post

"Although it seemed a bit technical at the beginning, the training showed us daily business from another perspective: the performance of our activity and the means to increase it. Very well prepared as a trainer, Aurel took us through the themes in a very clear and logical manner! I look forward for the next training course!"

Cristina Bleoca, (former) Logistics Manager, SC Tchibo Brands SRL

"Aurel's knowledge and Expertise in Performance Management and KPIs was an enormous contribution to our project at the National Australia Bank. His professionalism, patience in explaining to stakeholders and passion was a major contributing factor to the success of the project."

Jason Cutajar, Senior Project Manager and Oakton Business Consultant, providing services for National Australia Bank

"Aurel assisted in delivering for us the necessary tools and training to enable us to introduce balanced scorecard into our Organisation. This was supported through great insights in best practice and an enthusiastic and engaging style. We would recommend him highly."

S-P O'Mahony, CEO, Opportunity Microcredit Romania

"The Supplier Performance Management System designed and implemented by Aurel for the Victorian Government eServices Panel was an outstanding success. It was very well received by industry, departments and the panel administer. Aurel is particularly adept at building and sharing knowledge and his creativity, research and exemplary stakeholder management skills were essential to success."

Gavin Haberfield, General Manager, Technology Projects, Government Services Division, Department of Treasury and Finance, State of Victoria, Australia.

Measuring and learning

with

Key Performance Indicators

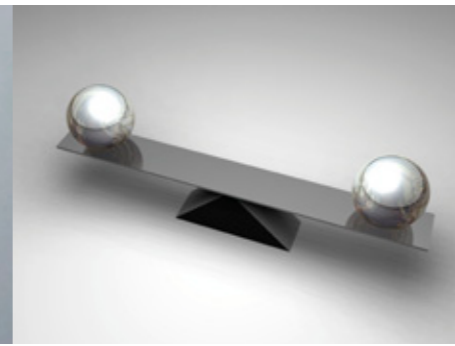


"Man is the measure of all things." Protagoras of Abdera (c. 480-410 B.C.)

Topics covered:

- Understanding Performance Management;
- Key Performance Indicators (KPIs), performance measures and metrics;
- Selecting and documenting KPIs;
- Dashboard design;
- Rules in data visualization;
- Business analysis techniques;
- Performance review meetings;
- Establishing and implementing improvement initiatives;
- Pitfalls in performance measurement;
- Cultural and human aspects of performance;
- Performance Measurement Maturity Model;
- Insights into implementing and using KPIs smartly.

19-20 Jan 2012
ANU House
Melbourne



General presentation

The course content contains a unique combination of know-how and is informed by:

- Practical experience in implementing and using of Key Performance Indicators as part of organizational performance management systems;
- Insights gained by researching and documenting over 7000 KPIs from 15 business functional areas and 24 industries;
- Review of over 1000 performance reports from 100 countries;
- Literature review of the most important published materials on the topic;
- Academic research of the theory behind using performance measures.

10x10 reasons for attending this training course

- 10 years of experience in performance management synthesized in the course material;
- 10s of performance management system implementations informing the course content;
- 10 hours of technical training, complemented by over 2 hours of interactive discussions;
- 10 interactive exercises and group activities;
- 10 key concepts clarified;
- 10 smartKPIs explored in detail;
- 10 insights into implementing and using KPIs smartly;
- 10 quick reference guides;
- 10 templates to support deployment of course learning;
- 10 months of free access to the www.smartKPIs.com premium content.

Templates provided

- Desired State of Evolution template;
- Strategy Map template;
- Performance Scorecard template;
- Performance Dashboard template;
- KPI selection template;
- KPI documentation template;
- Initiatives portfolio template;
- Initiatives documentation template;
- Project status report template;
- Performance Management System (PMS) architecture template;
- PMS maintenance process template.

over
\$450
in value

One report from the "Top 25 KPIs of 2010" series

Methodology

- Active involvement of all the participants in a collaborative learning environment where opinions and experiences are shared;
- Group discussions, exercises, simulations and case studies;
- Explanation of the theory informing performance measurement, in plain English;
- Presentation of the performance management templates as tools to support the integration of performance management practices in organisations;
- Customized feedback regarding the present use and the future plans for implementing performance management systems.

Day 1 – Understanding, selecting and documenting KPIs

8:30 - 9:00 Registration and coffee

SESSION 1 Introduction - Key aspects of performance measurement

- Discussion: Challenges in performance measurement**
- Understanding performance management and measurement historical overview
 - The role and value added by performance measures
 - Theoretical framing of goal and target setting

SESSION 2 Selecting Key Performance Indicators

- Exercise: Proposing five measures**
- Clarifying terminology: Key Performance Indicators (KPIs), measures and metrics
 - An integrated approach to performance management: from strategy to results
 - Understanding KPIs selection criteria
 - Techniques for Identifying and selecting KPIs; Reviewing important KPIs

Group activity: KPI selection case study

12:30 - 13:30 Catered group lunch for participants

SESSION 3 Documenting Key Performance Indicators

- Exercise: Recognising KPIs**
- KPI documentation – a key ingredient for success
 - Designing the KPI documentation template
 - Techniques for understanding and refining selected KPIs
 - Target setting for KPIs

Group activity: using KPI templates and documentation rules

SESSION 4 Performance data gathering and reporting

- Exercise: Good practice in data visualisation**
- Designing and improving the data gathering process
 - Techniques for mobilising the data custodians team and activating measures
 - Creating relevant performance reports
 - Designing great dashboards / scorecards
 - Rules in data visualization

Participant profile and background

This course is relevant to representatives of organizations that:

- Aim to understand the complexities of using KPIs from both a technical and human perspective;
 - Have an interest in developing organizational performance measurement skills easily applied in practice;
 - Want to improve the quality of their planning and reporting through improving the use of performance measures;
 - Have implemented or have plans to implement performance management systems at either strategic, operational, or individual level.
- The course is addressed to executives, directors, coordinators and analysts from both delivery and support functions such as Finance, Accounting, Project Management, Human Resources, Sales, Marketing, Logistics, Quality Control and Improvement, Strategy and Planning and Operations.

Day 2 – Using KPIs smartly

8:30 - 9:00 Registration and coffee

SESSION 5 Analyzing and using performance results

- Exercise: Performance report value generation**
- Business analysis techniques (i.e. root cause analysis, deep dive)
 - Performance review meetings
 - Using KPIs to drive value generating decisions and actions
 - Monitoring and improving KPIs (double-loop learning)

SESSION 6 Performance measurement in practice

- Simulation: KPIs and the Balanced Scorecard.**
- Pitfalls in performance measurement
 - Stories from the field
 - 10 smartKPIs explored in detail

12:30 - 13:30 Catered group lunch for participants

SESSION 7 Enablers of successful performance management

- Case study: Ethics and performance measurement**
- Using a Performance Measurement Maturity Model
 - Designing great performance measurement architecture
 - The cultural and human aspects of performance
 - Performance reporting data accuracy

SESSION 8 Applying the course learnings in organizations

- 10 Insights into implementing and using KPIs smartly
 - Review of the course material
 - Deploying key templates in practice
 - How to take back in organizations what was learned during the course
 - Overview of learning and conclusions
- Questions and answers; open discussion.**

About the trainer

Aurel Brudan is an international expert in Performance Management and a leading representative of a new generation of researchers and consultants that are reshaping the discipline. What sets Aurel apart is a unique combination of experience, education, innovation and passion for performance architecture.



For the last 10 years, Aurel worked in Europe, USA and Australia, specializing in organizational performance management in industries such as financial services, real estate, operations, services, as well as the federal, state government and non-profit sectors. Aurel also has extensive experience in Procurement and Project Management, at both project delivery and PMO operations levels. As consultant he conducted numerous performance management systems implementations using solutions such as the Balanced Scorecard, operational dashboards and functional performance scorecards. Among the most important clients are: Australia Post, National Australian Bank, the Australian Federal Administration and the Victorian Government.

Aurel's academic qualifications include a Bachelor of Science with Honours in Economics / Marketing and a Graduate Certificate in Commercialisation (in progress). Aurel is also in the final stages of his PhD. candidature at the University of Melbourne, Researching Integrated Performance Management Systems. His certifications in Enterprise Architecture (TOGAF 9) and Project Management (PRINCE2) complement his extensive performance management acumen.

Aurel has published a number of forward thinking academic articles on performance management topics and has presented at both academic and practitioner conferences at international level. He also established www.smartKPIs.com, an online platform for performance management knowledge integration that includes over 7000 KPI examples and 1000 reports illustrating the use of performance measures in practice. The portal is supported by a community of members from over 190 countries and attracts tens of thousands of visitors each month.

As an educator, Aurel accumulated hundreds of hours of experience in a variety of settings, from open and in-house training delivery, to tutoring management for the University of Melbourne. Aurel is a member of the Academy of Management, the Australian New Zealand Academy of Management, the Australian Marketing Institute and a fellow of the Australian Institute of Management.

About the course organiser

eab group is an innovative research driven provider of integrated performance management solutions, assisting organisations to achieve results by architecting performance. Our expertise in strategy, organisational performance management, business intelligence and project management helps clients in sustainably delivering value for their stakeholders. Our services include consulting, training, research and technology integration.