



SKILL REQUIREMENT 1 COMPREHENSIVE AND ACCURATE ORGANIZATIONAL PLANNING – ASSURANCE OF VALIDITY AND CORRECT RATIONALE

HIGHLIGHT

Having clear goals or KPI adequately allocated with necessary capitals managed with effective social and relational skills encourage condition for high performance. While meeting performance target is a necessity, achieving beyond target is highly desirable. Designing High Performance Standard is therefore warranted if organization is to lead in the sector of choice. Typically, customer based high performance platform is selected as the basis for determination of performance level. Customers include actual consumers, shareholders, next process, etc. This condition can be designed to become even more compelling by aligning high performance with enhanced incentives program.

OBJECTIVES

The objectives of this program are to provide necessary concepts in determining high performance goals or KPI, based on customer requirements, expectations and beyond expectations. Frameworks and tools that shall be used are as the followings:

- Basic Planning Tools – Affinity Diagram, Relationship Diagram, Tree Diagram, Selection and Verification Matrix Analysis
- CRE Customer Requirements and Expectations
- BCE Beyond Customer Expectations
- Likert Scale and RCFA Root Cause Factor and Actions Analysis

BENEFITS

- Upon completion of this program, participants will have the necessary skills to understand and design individual and team high performance goals or KPI, exceeding desired targets.
- Participants will be able to accordingly define capitals allocation needs and compelling rewards and recognitions program and the economic feasibility of doing so.

WHO SHOULD ATTEND

Managers and executives

COURSE OUTLINE

Module 1: Introduction to Desired Goals and High Performance

- Desired Goals – Performance Target
- High Performance – Exceeding and Outstanding Performance Achievement
- Customer (Shareholders, Customers, Next Process) Based High Performance

Module 2: World Class Performance – Meeting Customer Requirements

- Defining Customer Needs or Requirements
- MUST Achieve Discipline – Contractual

Module 3: Beyond World Class Performance – Meeting Customer Expectations

- Defining Customer Wants or Expectations
- Defining Economic Return

Module 4: Beyond Customer Expectations – Best Practices Benchmarking

- Delighting Customers
- Ultimate Customer Proposition

Module 5: Pre-requisites for Best Practices

- Skills Breadth and Depth
- Commitment Management

Module 6: High Performance Management

- Compelling Rewards and Recognitions
- Continuous Support on Uncertainty

REGISTRATION

016-7206556/
03-55446345 (Sakinah)

softskills@sirim.my

www.sirimsts.my

FEES

RM500/pax

**excluding 6% SST*

Group Discount:

3-4 pax – 5%

5 pax & above – 10%



DURATION: 2 DAYS

LEARNING FORMAT: 7 HOURS | 3.5 HOURS PER DAY