

# BUSINESS PERFORMANCE ANALYTICS

## (BUSINESS PERFORMANCE MANAGEMENT)

### DNA-103

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

#### WHAT YOU WILL LEARN

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

#### Knowledge and Skills Acquired:

- Industry best practices for implementing organisational 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 goals 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

#### COURSE CONTENTS

##### MODULE 1: INTRODUCTION TO BUSINESS PERFORMANCE ANALYTICS AND ORGANISATIONAL PERFORMANCE SYSTEMS

###### Topics:

- 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

#### Mapped to:

- K1 Industry best practices for implementing organizational performance systems
- A1 Implement organizational performance systems within the department whilst taking into account its unique requirements

#### Rationale for Sequencing of the Units

The first learning unit introduces learners to organisational performance systems. Learners are taught how to develop business key performance indicators. Learners are taught how to come up with data-driven business initiatives using OKR technique. Learners are also taught how to capture and align organisation goals to business performance measurements.

##### MODULE 2: DEPARTMENTAL KEY PERFORMANCE INDICATORS DEVELOPMENT

###### Topics:

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

#### Mapped to:

- A2 Design monitoring and testing procedures for processes within the department that are aligned to the requirements of key performance indicators
- A7 Translate blueprints into implementable action plans

#### Rationale for Sequencing of the Units

Subsequently, the next learning unit, it teaches the learners on developing KPIs and to design monitoring and testing procedures for processes that are aligned to the requirements of KPIs.

Learners are then brought through blueprint development for performance systems to come up with implementable action plans.

### MODULE 3: EVALUATING OF ORGANISATIONAL PERFORMANCE SYSTEMS

#### Topics:

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

#### Mapped to:

- K2 Gap analysis procedures
- A3 Evaluate performance of the department against goals set

#### Rationale for Sequencing of the Units

In the next learning unit, the learners move to the next step in the sequence whereby they are brought through the validity of measurements selected, and to evaluate performance of the department against goals set.

Learners are also taught gap analysis procedures in this learning unit. The gap component of gap analysis is the variance between the current state and future state KPIs.

### MODULE 4: ROOT CAUSE ANALYSIS FOR ORGANISATIONAL PERFORMANCE

#### Topics:

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

#### Mapped to:

- A4 Perform gap analysis on the gaps identified within the department
- A5 Identify root causes for gaps between current and future state of department based on the gap analysis
- A6 Develop reports with recommendations on how to address root causes and close gaps in the department.

#### Rationale for Sequencing of the Units

In the last learning unit, the learners perform different types of gap analysis on gaps identified, the examples include but are not limited to the following:

- Product or market gap analysis
- HR/recruitment/skills gap analysis
- Needs gap analysis
- Performance gap analysis
- IT gap analysis
- Financial gap analysis

- Retail gap analysis

Learners are taught to identify root causes for gaps between current and future state and to develop reports with recommendations on how to address and close gaps.