QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1312

Business Performance Management Training Course

BUSINESS MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Business Performance Management Training Course is designed to equip managers, executives, specialists, and performance professionals with the knowledge and practical capabilities required to plan, measure, analyze, manage, and improve organizational performance. The course provides a structured approach to connecting strategic objectives with measurable results, departmental priorities, operational activities, and individual accountability.

Effective business performance management enables organizations to move beyond simply collecting performance data toward using performance information to understand results, identify gaps, support decisions, and drive improvement. Organizations increasingly need reliable performance frameworks that provide management with a clear view of progress, efficiency, effectiveness, productivity, service quality, financial performance, and strategic execution. This course develops the practical skills required to establish and manage such frameworks.

The program covers key aspects of business performance management, including strategic alignment, performance frameworks, objective setting, key performance indicators, performance measurement, target setting, performance reporting, data analysis, performance reviews, accountability, corrective action, and continuous improvement. Participants will learn how to distinguish meaningful performance measures from activity-based reporting and how to use performance information to support management decisions.

The Business Performance Management Training Course is particularly relevant to government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations where effective performance management is essential for achieving strategic and operational priorities. By strengthening organizational performance capabilities, the course helps professionals establish clearer performance expectations, improve management visibility, strengthen accountability, and support a culture of measurable and continuous improvement.

Objectives

- Analyze the principles and components of business performance management and evaluate their contribution to organizational effectiveness during the course.
- Develop performance management frameworks that connect strategic objectives with

departmental goals, operational priorities, and measurable outcomes.

- Evaluate organizational objectives and translate them into specific, measurable, relevant, and time-bound performance targets.
- Design meaningful key performance indicators that measure effectiveness, efficiency, productivity, quality, cost, service delivery, and strategic progress.
- Assess existing performance measurement systems to identify gaps, duplicated measures, weak indicators, and opportunities for improvement.
- Apply quantitative and qualitative performance analysis techniques to identify trends, deviations, root causes, and areas requiring management attention.
- Improve performance reporting by developing clear, decision-oriented performance reports and dashboards for different management levels.
- Strengthen accountability by aligning performance expectations, responsibilities, targets, review mechanisms, and corrective actions.
- Evaluate performance risks and determine appropriate responses to significant deviations from approved objectives and targets.
- Implement structured performance review processes that support management decisions, corrective action, learning, and continuous improvement.
- Develop practical performance improvement initiatives with defined actions, owners, timelines, measures, and expected results.

Who Should Attend

The Business Performance Management Training Course is designed for executives, directors, department heads, managers, supervisors, and professionals responsible for organizational performance, strategic execution, performance measurement, management reporting, and business improvement. It is particularly suitable for performance management managers and specialists, strategic planning professionals, business analysts, management information specialists, performance analysts, quality professionals, organizational development specialists, and continuous improvement teams.

The course is also relevant to professionals working in government and public sector organizations, banking and financial services, oil and gas, finance, operations, human resources, procurement, supply chain, information technology, customer service, risk management, compliance, and corporate services. Professionals who prepare management reports, monitor key performance indicators, support strategic planning, analyze business results, or coordinate departmental performance activities will benefit from the practical approach of the program.

Executives, senior managers, and decision makers can use the course to strengthen organizational performance governance and improve the quality of information available for management decisions. It is also suitable for managers and specialists seeking to establish stronger links between strategy, objectives, targets, indicators, reporting, accountability, and continuous improvement across their organizations.

Learning Outcomes

- Explain the principles, structure, and purpose of effective business performance management.
- Develop a performance management framework that connects organizational strategy with departmental and operational performance.
- Convert strategic and operational objectives into clear and measurable performance targets.
- Develop relevant key performance indicators that provide meaningful information about organizational results.
- Distinguish between activity measures, output measures, outcome measures, and strategic performance indicators.
- Analyze performance data to identify trends, deviations, performance gaps, and areas requiring management intervention.
- Develop effective performance reports and dashboards that communicate critical information clearly to decision makers.
- Establish appropriate performance review mechanisms that support accountability and corrective action.
- Analyze the causes of significant performance deviations and recommend practical improvement actions.
- Assess performance risks and incorporate risk considerations into performance monitoring and management.
- Align individual and departmental accountability with organizational objectives and agreed performance expectations.
- Develop a practical performance improvement plan with defined priorities, responsibilities, timelines, indicators, and review mechanisms.

Course Outline

DAY 01

Foundations of Business Performance Management and Strategic Alignment

- Understanding business performance management and its role in organizational success
- The relationship between strategy, objectives, performance, and results
- Performance management versus performance measurement
- Principles of effective organizational performance management
- Strategic, tactical, and operational performance
- Translating organizational strategy into measurable objectives
- Aligning corporate, departmental, team, and individual objectives
- Establishing performance expectations and accountability
- Understanding performance drivers and critical success factors
- Identifying the relationship between resources, activities, outputs, outcomes, and organizational results

PRACTICAL APPLICATION

Develop a strategic-to-operational performance alignment map for a realistic organization

DAY 02

Performance Frameworks, Objectives, Targets and Key Performance Indicators

- Designing an integrated business performance management framework
- Establishing clear organizational and departmental performance objectives
- Writing specific, measurable, achievable, relevant, and time-bound performance objectives
- Principles of effective target setting
- Understanding key performance indicators and their role in management
- Leading and lagging performance indicators
- Output, outcome, efficiency, effectiveness, productivity, quality, and service indicators
- Selecting meaningful indicators and avoiding excessive or redundant measures

DAY 02 — CONTINUED

- Establishing performance baselines and realistic targets
- Defining data sources, measurement frequency, ownership, and reporting responsibilities

PRACTICAL APPLICATION

Develop a balanced set of key performance indicators and targets for a selected business function

DAY 03

Performance Measurement, Data Analysis and Management Reporting

- Principles of effective performance measurement
- Collecting, validating, and organizing performance information
- Data quality, consistency, relevance, and reliability in performance management
- Analyzing trends, patterns, deviations, and performance gaps
- Comparing actual performance against targets, benchmarks, and previous periods
- Variance analysis and identifying significant performance deviations
- Root cause analysis for underperformance
- Using quantitative and qualitative information to support performance interpretation
- Designing management reports that focus on critical information
- Developing performance dashboards for executives, managers, and operational teams
- Presenting performance information clearly for management decision-making

PRACTICAL APPLICATION

Analyze a performance dataset and prepare a management performance report highlighting key findings, gaps, causes, and recommended actions

DAY 04

Performance Reviews, Accountability, Risk and Corrective Action

- Establishing effective performance review processes
- Conducting structured management performance reviews
- Linking performance results with accountability and responsibilities
- Managing performance deviations and missed targets
- Identifying operational, financial, strategic, and organizational performance risks
- Integrating risk considerations into performance monitoring
- Developing corrective and preventive actions
- Prioritizing improvement actions according to impact, urgency, feasibility, and available resources
- Managing stakeholder expectations during performance challenges
- Communicating difficult performance results professionally
- Strengthening performance ownership and organizational accountability

> **PRACTICAL APPLICATION**
> Conduct a performance review meeting based on a scenario involving missed targets, operational risks, conflicting priorities, and required corrective actions

DAY 05

Performance Improvement, Governance and Continuous Performance Management

- Developing performance improvement initiatives
- Connecting performance results with business improvement priorities
- Establishing performance governance, ownership, and decision rights
- Creating performance management calendars and review cycles
- Monitoring implementation of improvement actions
- Measuring the effectiveness of corrective and improvement initiatives
- Using performance information to support strategic and operational decisions
- Building a culture of accountability, learning, and continuous improvement

DAY 05 — CONTINUED

- Aligning performance management with organizational planning and resource allocation
- Reviewing and improving performance frameworks over time
- Sustaining performance management practices across departments and organizational levels

FINAL WORKSHOP

Develop and present a comprehensive business performance management plan covering strategic objectives, performance indicators, targets, data requirements, reporting, accountability, performance reviews, risks, corrective actions, and continuous improvement priorities.

Register or Request More Information

Course page: https://quest-training.com/courses/business-performance-management-training-course
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