

Course No. 1407

Performance Improvement Strategies Training Course

**PERFORMANCE MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP**

DURATION

5 Days

LOCATION

Amman, Jordan

DELIVERY

Classroom

DATES

4 – 8 Jan 2027



Scheduled Event Details

CITY	Amman, Jordan
DATE	4 – 8 Jan 2027
DELIVERY TYPE	Classroom
COURSE FEE	€3,100

Course Overview

The Performance Improvement Strategies Training Course provides a comprehensive and practical framework for strengthening organizational and operational performance and transforming performance gaps into structured opportunities for continuous improvement. The course focuses on methodologies that help organizations identify the causes of underperformance, analyze influencing factors, develop measurable improvement initiatives, and align improvement efforts with strategic objectives and organizational results.

Effective performance improvement requires more than responding to problems after they occur. It requires a proactive approach based on performance data, key performance indicators, root cause analysis, prioritization, corrective and improvement actions, and continuous measurement of results. The course enables participants to move from reactive problem solving toward sustainable systems for performance improvement and operational excellence.

The program covers essential areas of performance improvement, including performance gap analysis, root cause analysis, performance measurement, process improvement, improvement initiative management, results measurement, change management, and accountability. Participants will also learn how to align performance improvement efforts with strategic planning, budgets, available resources, organizational capabilities, and operational priorities.

Performance improvement is particularly important for government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations where operational efficiency, service quality, resource utilization, business continuity, and achievement of organizational objectives are critical. The course provides leaders, managers, and specialists with a structured approach to identifying improvement opportunities and converting them into measurable and actionable plans.

Through case studies, practical exercises, problem analysis, and improvement planning workshops, participants will develop the ability to assess performance, prioritize improvement opportunities, design practical initiatives, measure their impact, and sustain improvement over time. The course also supports the development of an organizational culture focused on performance, results, learning, accountability, and continuous improvement.

Objectives

- Analyze current performance levels and identify the most significant performance gaps affecting organizational results during the course.
- Develop practical performance improvement frameworks aligned with organizational strategic and operational objectives.
- Evaluate existing performance indicators and determine their suitability for measuring results, efficiency, quality, and productivity.
- Apply root cause analysis techniques to identify the underlying factors contributing to performance problems.
- Design measurable and actionable performance improvement initiatives based on organizational priorities.
- Improve operational efficiency by identifying waste, duplication, delays, bottlenecks, and sources of inefficiency.
- Strengthen managers' ability to prioritize improvement opportunities and allocate responsibilities and resources effectively.
- Implement structured mechanisms for monitoring improvement initiatives and measuring their results on a regular basis.
- Assess the impact of corrective and improvement actions on performance, cost, quality, productivity, and service delivery.
- Align performance improvement plans with organizational strategy, budgets, resources, and capabilities.
- Develop approaches for managing resistance to change and organizational barriers that may affect improvement initiatives.
- Build sustainable continuous improvement practices that support organizational performance and operational excellence over the long term.

Who Should Attend

This course is designed for executives, department managers, heads of departments, organizational performance managers, operations managers, quality managers, continuous improvement managers, project and program managers, supervisors, and leaders responsible for operational performance, efficiency, productivity, service quality, and process improvement.

It is also suitable for professionals working in strategic planning, performance analysis, quality management, operations management, organizational development, project management, risk management, internal audit, and human resources, as well as analysts and specialists involved in performance measurement, improvement initiatives, and management reporting. The program is particularly useful for professionals who need to strengthen their ability to analyze performance problems and convert them into structured improvement opportunities.

The course is highly relevant to leaders and decision makers in government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations seeking to improve operational efficiency, strengthen service and process quality, address performance weaknesses, and align improvement initiatives with strategic objectives and measurable organizational outcomes.

Learning Outcomes

- Analyze performance data to identify trends, gaps, priorities, and opportunities for improvement.
- Identify the root causes of performance problems using structured analytical techniques.
- Evaluate key performance indicators and select appropriate measures for monitoring improvement.
- Develop clear and measurable performance improvement objectives linked to desired outcomes.
- Design improvement initiatives with defined responsibilities, resources, timelines, and success measures.
- Analyze processes to identify waste, delays, duplication, bottlenecks, and inefficiencies.
- Prioritize improvement opportunities according to impact, urgency, resources, feasibility, and risk.
- Develop practical implementation plans for performance improvement initiatives and monitor their progress.
- Measure the impact of improvement initiatives on performance, quality, productivity, cost, and

service outcomes.

- Use performance data and stakeholder feedback to review and refine improvement initiatives.
- Manage barriers and resistance to change associated with performance improvement implementation.
- Build an organizational framework for continuous improvement that supports sustainability and operational excellence.

Course Outline

DAY 01

Foundations of Performance Improvement and Performance Gap Analysis

- Concept, purpose, and strategic importance of performance improvement
- Relationship between organizational performance, operational performance, and strategy
- Establishing desired performance standards and comparing actual results with targets
- Performance gap analysis and improvement prioritization
- Role of key performance indicators in diagnosing performance problems
- Organizational and operational factors influencing performance
- Difference between addressing symptoms and addressing root causes

PRACTICAL APPLICATION

Analyzing a performance gap and identifying priority improvement opportunities

DAY 02

Root Cause Analysis and Process Improvement

- Principles of root cause analysis
- Techniques for identifying causes of poor performance
- Process analysis and identification of bottlenecks and failure points
- Identifying waste, duplication, delays, and sources of inefficiency
- Linking process problems with performance indicators
- Assessing the impact of operational problems on quality, cost, and productivity

DAY 02 — CONTINUED

- Identifying and prioritizing improvement opportunities

PRACTICAL APPLICATION

Analyzing a performance problem, identifying its root causes, and developing initial solutions

DAY 03

Designing Performance Improvement Strategies and Initiatives

- Defining performance improvement objectives and desired results
- Designing improvement initiatives and action plans
- Assigning responsibilities, resources, milestones, and timelines
- Prioritizing improvement initiatives based on impact, feasibility, and strategic importance
- Establishing success indicators and performance measures for improvement initiatives
- Identifying and managing implementation risks
- Aligning improvement initiatives with organizational strategy and budgets

PRACTICAL APPLICATION

Developing a comprehensive performance improvement initiative

DAY 04

Improvement Implementation, Change Management, and Results Measurement

- Managing the implementation of performance improvement initiatives
- Monitoring progress and measuring interim and final results
- Managing resistance to change and organizational barriers
- Engaging stakeholders and strengthening shared accountability
- Using performance data and management reports to monitor improvement
- Measuring the impact of improvement on quality, productivity, cost, and service
- Implementing corrective actions when expected results are not achieved

DAY 04 — CONTINUED

PRACTICAL APPLICATION

Managing an improvement initiative and reviewing its results within an organizational scenario

DAY 05

Sustaining Improvement and Operational Excellence

- Building an organizational culture of continuous improvement
- Integrating performance improvement into management and organizational planning systems
- Establishing periodic reviews of performance improvement initiatives
- Using performance indicators to identify future improvement opportunities
- Documenting best practices and transferring organizational knowledge
- Strengthening accountability and management ownership of improvement results
- Developing continuous performance monitoring and evaluation mechanisms

FINAL WORKSHOP

Developing an integrated performance improvement strategy that is practical, measurable, and sustainable

Register or Request More Information

Course page: <https://quest-training.com/courses/performance-improvement-strategies-training-course>

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