

Course No. 1409

Performance Management & Business Excellence Training Course

**PERFORMANCE MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Performance Management & Business Excellence Training Course provides a comprehensive framework for integrating performance management with business excellence, strategic execution, continuous improvement, and sustainable organizational performance. The program is designed to help organizations establish a stronger connection between strategic objectives, operational performance, employee contribution, customer value, process effectiveness, and measurable business outcomes.

Effective performance management is more than setting targets and reviewing results. It requires a coordinated system that enables organizations to translate strategy into clear objectives, measure progress, identify performance gaps, strengthen accountability, improve processes, and continuously develop organizational capabilities. This course provides participants with practical approaches for building performance management systems that support both immediate operational priorities and long-term strategic goals.

Business excellence requires organizations to evaluate performance from multiple dimensions, including leadership, strategy, people, processes, customers, financial outcomes, innovation, risk, and organizational capability. The course therefore explores how performance management can be integrated with excellence frameworks, performance measurement, key performance indicators, continuous improvement, benchmarking, organizational development, and evidence-based decision-making.

The program is particularly relevant to government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations where organizational performance depends on alignment across multiple departments, management levels, processes, and strategic initiatives. It helps organizations create greater clarity around performance expectations while strengthening management review, accountability, service quality, operational efficiency, and organizational sustainability.

Through practical exercises, case studies, performance analysis, improvement planning, and business excellence applications, participants will develop the ability to connect strategic objectives with measurable performance, identify improvement priorities, evaluate organizational effectiveness, and strengthen management systems. The course is designed to support leaders, managers, and specialists in creating a performance-driven culture focused on measurable results, continuous

improvement, stakeholder value, and sustainable business excellence.

Objectives

- Analyze the principles of performance management and business excellence and their contribution to organizational effectiveness during the course.
- Develop integrated performance management frameworks aligned with strategic objectives, operational priorities, and organizational values.
- Evaluate organizational performance using financial, operational, customer, people, process, and strategic indicators.
- Apply performance measurement techniques to translate strategic priorities into measurable objectives and key performance indicators.
- Design balanced performance scorecards and review mechanisms that support strategic execution and management accountability.
- Improve organizational performance by identifying gaps, root causes, process weaknesses, and improvement opportunities.
- Strengthen management practices for setting expectations, monitoring results, reviewing performance, and initiating corrective action.
- Implement continuous improvement approaches that connect performance results with operational and organizational development.
- Assess business excellence practices and identify opportunities to strengthen leadership, processes, people, customer value, and organizational outcomes.
- Align departmental and individual performance with organizational strategy, business priorities, and expected results.
- Develop performance improvement initiatives based on data, benchmarking, stakeholder feedback, and organizational priorities.
- Establish sustainable practices for monitoring, reviewing, and improving performance and business excellence across the organization.

Who Should Attend

This course is designed for executives, senior managers, department heads, business performance managers, organizational excellence managers, strategic planning managers, operations managers, quality managers, and continuous improvement leaders responsible for organizational performance, strategic execution, operational effectiveness, and business excellence.

It is also suitable for professionals working in performance management, strategic planning, organizational development, quality management, process improvement, human resources, risk management, internal audit, project and program management, customer experience, and business transformation. Specialists responsible for performance measurement, key performance indicators, management reporting, organizational assessments, and improvement initiatives will benefit from the practical and integrated approach.

The course is particularly 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 strengthen performance management systems, improve organizational alignment, establish a culture of accountability and continuous improvement, and advance business excellence through measurable and sustainable organizational results.

Learning Outcomes

- Explain the relationship between performance management, organizational strategy, and business excellence.
- Develop integrated performance management frameworks that connect strategic objectives with measurable results.
- Design meaningful key performance indicators across strategic, operational, customer, people, and financial dimensions.
- Establish clear performance objectives, targets, responsibilities, review cycles, and accountability mechanisms.
- Assess organizational performance using balanced and evidence-based performance measurement approaches.
- Identify performance gaps and analyze their operational, organizational, and strategic root causes.
- Develop practical improvement initiatives aligned with business priorities and organizational capabilities.
- Apply continuous improvement methods to strengthen process effectiveness, service quality, and operational performance.
- Evaluate business excellence practices across leadership, strategy, people, processes, customer value, and organizational results.

- Use benchmarking and stakeholder feedback to identify opportunities for performance improvement.
- Prepare executive-level performance reports and recommendations that support strategic decision-making.
- Develop an integrated action plan for strengthening performance management and business excellence within an organization.

Course Outline

DAY 01

Foundations of Performance Management and Business Excellence

- Concept, principles, and strategic role of performance management
- Relationship between performance management and business excellence
- Translating organizational strategy into measurable performance objectives
- Organizational performance dimensions and performance drivers
- Financial and non-financial measures of organizational success
- Leadership, accountability, and performance culture
- Organizational capability as a driver of sustainable performance

PRACTICAL APPLICATION

Assessing an organization's current performance management and business excellence maturity

DAY 02

Performance Measurement, Objectives and Key Performance Indicators

- Designing effective organizational and departmental performance objectives
- Principles of key performance indicator selection and design
- Leading and lagging indicators and their practical application
- Establishing baselines, targets, thresholds, and measurement cycles

DAY 02 — CONTINUED

- Aligning individual, team, departmental, and organizational performance
- Developing balanced performance scorecards
- Performance data quality, reliability, and management reporting

PRACTICAL APPLICATION

Designing an integrated performance measurement framework for a selected organization

DAY 03

Performance Analysis, Process Improvement and Operational Excellence

- Analyzing performance trends, variances, and organizational gaps
- Root cause analysis for underperformance
- Process performance, efficiency, productivity, and quality measurement
- Identifying waste, bottlenecks, duplication, and process weaknesses
- Linking performance data with corrective and improvement actions
- Prioritizing performance improvement opportunities based on impact and feasibility
- Integrating continuous improvement with performance management

PRACTICAL APPLICATION

Analyzing a performance gap and developing a structured improvement initiative

DAY 04

Business Excellence, Stakeholder Value and Organizational Development

- Principles and dimensions of business excellence
- Leadership and governance in excellence-driven organizations
- Strategy execution and organizational alignment
- People capability, engagement, and performance development
- Customer and stakeholder value measurement

DAY 04 — CONTINUED

- Innovation, learning, and organizational agility
- Benchmarking and organizational performance comparison

PRACTICAL APPLICATION

Conducting a business excellence assessment and identifying strategic improvement priorities

DAY 05

Strategic Performance Leadership and Sustainable Excellence

- Integrating performance management with strategic planning and organizational governance
- Establishing executive performance review mechanisms
- Using performance results to support resource allocation and strategic decisions
- Building a culture of accountability, learning, and continuous improvement
- Monitoring performance improvement initiatives and organizational outcomes
- Developing business excellence indicators and review practices
- Sustaining performance improvements and embedding excellence into management systems

FINAL WORKSHOP

Developing an integrated Performance Management & Business Excellence implementation plan

Register or Request More Information

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

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440