

Course No. 2045

PMO Performance Management, KPIs & Reporting Training Course

PMO MANAGEMENT & DEVELOPMENT
PROJECT MANAGEMENT & PMO

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The PMO Performance Management, KPIs & Reporting Training Course provides a comprehensive and practical framework for measuring, managing, and improving PMO performance through effective performance management systems, key performance indicators, dashboards, and management reporting. The programme focuses on enabling PMOs to provide reliable, timely, and decision-oriented information across projects, programmes, and portfolios.

The course explores the design of PMO performance frameworks, KPIs, metrics, dashboards, reporting structures, data requirements, performance baselines, targets, thresholds, and escalation mechanisms. Participants will learn how to select meaningful indicators that reflect project delivery performance, portfolio health, strategic alignment, resource utilization, risk exposure, benefits realization, and PMO effectiveness.

Particular emphasis is placed on transforming project and portfolio data into actionable management information. Participants will examine how to collect, validate, consolidate, analyze, and communicate performance information while maintaining consistency and data quality across multiple projects and organizational units.

The programme also addresses executive reporting, performance trends, early warning indicators, exception reporting, governance requirements, benchmarking, and continuous improvement. Through practical exercises and case studies, participants will develop a PMO performance management and reporting framework that supports transparency, accountability, informed decision-making, and organizational performance improvement.

Objectives

- By the end of this training course, participants will be able to:
- Analyze the principles of PMO performance management.
- Define PMO performance objectives aligned with organizational strategy.
- Design comprehensive PMO performance measurement frameworks.
- Identify meaningful KPIs for projects, programmes, portfolios, and PMOs.
- Establish KPI definitions, targets, thresholds, and measurement methods.

- Develop project and portfolio performance dashboards.
- Establish standardized PMO reporting requirements and structures.
- Analyze project performance data and identify emerging trends.
- Apply early warning indicators to identify performance issues.
- Evaluate schedule, cost, scope, risk, quality, and benefits performance.
- Assess resource utilization and portfolio capacity indicators.
- Develop exception and escalation reporting mechanisms.
- Improve data quality, consistency, and reporting accuracy.
- Develop executive reports that support strategic decision-making.
- Establish continuous improvement mechanisms for PMO performance.
- Prepare an integrated PMO Performance Management, KPI & Reporting Framework.

Who Should Attend

This course is designed for PMO managers, PMO directors, project managers, programme managers, portfolio managers, project controls professionals, and PMO performance specialists responsible for monitoring and reporting project and portfolio performance.

It is also suitable for senior executives, project sponsors, strategy and transformation managers, business performance professionals, financial controllers, risk managers, quality professionals, data analysts, and governance specialists who use project performance information for decision-making.

The programme is particularly relevant to organizations seeking to strengthen performance measurement and reporting across government entities, ministries, banks, financial institutions, oil and gas companies, engineering and construction organizations, manufacturing, energy, technology, telecommunications, healthcare, and large corporations.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Establish a structured PMO performance management framework.
- Align PMO KPIs with organizational and strategic objectives.

- Develop balanced performance indicators across projects and portfolios.
- Define KPI formulas, data sources, ownership, frequency, and thresholds.
- Design standardized project and portfolio reporting templates.
- Build performance dashboards for different management levels.
- Analyze trends, variances, exceptions, and performance deviations.
- Identify early warning signals affecting project and portfolio outcomes.
- Evaluate project performance across scope, schedule, cost, risk, quality, and benefits.
- Analyze portfolio-level performance and strategic alignment.
- Monitor resource utilization and project delivery capacity.
- Develop effective executive and operational performance reports.
- Establish data validation and reporting quality controls.
- Present complex performance information in a clear decision-oriented format.
- Use performance insights to support corrective and preventive actions.
- Establish a continuous improvement cycle for PMO performance and reporting.

Course Outline

DAY 01

PMO Performance Management Frameworks and Strategic Alignment

- Fundamentals of PMO performance management
- Role of performance management in PMO effectiveness
- Linking PMO performance with organizational strategy
- Performance objectives and measurement principles
- Project, programme, portfolio, and PMO performance dimensions
- Performance baselines and targets
- Accountability and performance ownership
- Performance governance structures
- Performance review cycles

DAY 01 — CONTINUED

PRACTICAL APPLICATION

Designing a PMO performance management framework

DAY 02**KPI Design, Metrics and Performance Measurement**

- Principles of effective PMO KPIs
- Leading and lagging performance indicators
- Project delivery KPIs
- Programme and portfolio KPIs
- PMO service and capability indicators
- Schedule and cost performance indicators
- Risk, quality, resource, and benefits indicators
- KPI definitions, thresholds, targets, and ownership
- KPI selection and avoiding ineffective measures

PRACTICAL APPLICATION

Developing a balanced PMO KPI framework

DAY 03**Dashboards, Data Analysis and Performance Monitoring**

- PMO dashboards and management information
- Dashboard design principles
- Data sources and performance data structures
- Data collection, validation, and consolidation
- Performance trends and variance analysis
- Project health indicators
- Portfolio health and strategic alignment indicators
- Early warning indicators

DAY 03 — CONTINUED

- Exception identification and escalation

PRACTICAL APPLICATION

Designing a PMO performance dashboard

DAY 04

PMO Reporting and Executive Decision Support

- PMO reporting frameworks
- Operational versus executive reporting
- Project, programme, and portfolio reports
- Exception and escalation reports
- Performance narratives and management commentary
- Communicating performance trends and risks
- Executive dashboards and decision-support information
- Reporting governance and information standards
- Improving reporting accuracy and consistency

PRACTICAL APPLICATION

Developing an executive PMO performance report

DAY 05

Performance Improvement, Benchmarking and Continuous Improvement

- PMO performance reviews
- Benchmarking PMO performance
- Identifying performance gaps and root causes
- Corrective and preventive performance actions
- Measuring PMO value and effectiveness
- Performance maturity development

DAY 05 — CONTINUED

- Continuous improvement of KPIs and reporting
- Stakeholder feedback and reporting effectiveness
- Sustaining performance management practices
- Final Integrated Workshop: Developing a comprehensive PMO Performance Management, KPIs & Reporting Framework covering objectives, KPIs, targets, dashboards, data requirements, reporting structures, early warning indicators, executive reporting, and continuous improvement

Register or Request More Information

Course page: <https://quest-training.com/courses/pmo-performance-management-kpis-reporting-training-course>

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