COURSE OVERVIEW TM0064
Setting KPI's Tracking Progress & Providing Procedures

Course Title
Setting KPI's Tracking Progress & Providing Procedures

Course Date/Venue
Please see page 3

Course Reference
TM0064

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

For years organizations that have had what they thought were KPI's have not had the focus, adaptability, innovation and profitability that they were seeking. KPI's themselves were mislabeled and misused. Examine a company with over 20 KPI's and you will find a lack of focus, lack of alignment and under achievement. Some organizations try to manage with over 40 KPI's, many of which are not actually KPI's.

Performance measurement is failing organizations all around the world, whether they are multinationals, government departments or small local charities. The measures that have been adopted were dreamed up one day without any linkage to the critical success factors of the organizations. These measures are frequently monthly or quarterly. Management reviews them and says "That was a good quarter" or "That was a bad month".

Performance measures should help your organization align daily activities to strategic objectives. This course has been designed to assist you in developing, implementing and using winning KPI's those performance measures that will make a profound difference. This course is also aimed at providing the missing link between the balanced scorecard work and the reality of implementing performance measurement in an organization.

This course is designed to provide participants with a detailed and up-to-date overview of setting KPI's tracking progress and providing procedures. It covers the importance and role of KPI's in business operations; the importance of linking KPI's to corporate goals and objectives; the top five strategic indicators and the stakeholder involvement in KPI setting; and the targets and the roadmap for developing effective KPI's.

During this interactive course, participants will learn the 12 step model of KPI; the KPI tracking progress and the four foundation stones guiding the development and use of KPI's; the vision, mission and strategy of KPI's; the data requirements for effective KPI's; analyzing the data and the importance of accuracy, quality, verifying and validating data; the KPI performance, KPI monitoring and controlling process; and the usage of dashboard to present meaningful KPI information to improve operational process.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on setting KPI's tracking progress and providing procedures
- Discuss the importance and role of KPI's in business operations
- Explain the importance of linking KPI's to corporate goals and objectives
- Identify the top five strategic indicators and the stakeholder involvement in KPI setting
- Lead and lag targets and discuss the roadmap for developing effective KPI's
- Develop and use the 12 step model of KPI
- Set KPI tracking progress and identify the four foundation stones guiding the development and use of KPI's
- Define the vision, mission and strategy of KPI's
- Recognize the data requirements for effective KPI's
- Get and analyze the data and discuss the importance of accuracy, quality, verifying and validating data
- Report KPI performance and apply the KPI monitoring and controlling process
- Use dashboard to present meaningful KPI information as well as use KPI information to improve operational process

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of setting KPI's tracking progress and providing procedures for head engineers, chief engineers, senior engineers and all department personal.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Date/Venue

Session(s)	Date	Venue
1	August 24-28, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
2	October 27-31, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
3	December 22-26, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
4	February 23-27, 2026	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece

Course Fee

Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
London	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Spain	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Athens	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Karl Thanasis, PEng, MSc, MBA, BSc, is **Senior Engineer** with over **30 years** of extensive industrial experience. His wide expertise includes Oil & Gas **Pipeline Optimization**, **Pipeline** Design & Construction, **Human Resources Management** (**HRM**), **Leadership** & **Change** Management, **Presentation** Skills, **Negotiation** Skills, **Interpersonal** Skills, **Communication** Skills, **Adaptability** & **Flexibility**, **Learning** & **Self Development**, **Industrial Relationships**, **Driving Performance**, **Performance** Measurement, Persuasion Techniques, **Supervisory** Skills, Public Relations & Corporate Communication, **Strategic Planning & Creative Thinking**, **Project Management**, Supply Chain Management, Fleet Management, Stores & Stock Control, **Condition** Monitoring, **Root Cause Failure Analysis** (RCFA), **Steam Generation**, **Gas Turbines**, **Combined Cycle Plants**, **Boilers**, **Process Fired Heaters**, Air Preheaters, Induced Draft Fans, All Heaters Piping Work, Refractory Casting, Heater Fabrication, Thermal & Fired Heater Design, **Heat Exchangers**, Heat Transfer, Coolers, **Power Plant** Performance, Efficiency & Optimization, **Storage Tank** Design & Fabrication, **Thermal Power Plant** Management, **Boiler & Steam** System Management, **Pump** Operation & Maintenance, **Chiller & Chiller Plant** Design & Installation, **Pressure Vessel**, **Safety Relief Valve** Sizing & Selection, **Valve** Disassembling & Repair, Pressure Relief Devices (**PSV**), **Hydraulic & Pneumatic** Maintenance, Advanced **Valve** Technology, **Pressure Vessel** Design & Fabrication, **Pumps**, Turbo-Generator, Turbine **Shaft Alignment**, **Lubrication**, Mechanical **Seals**, Packing, **Blowers**, **Bearing** Installation, **Couplings**, **Clutches** and **Gears**. Further, he is also versed in Water Meter Reading System (**MMR**), Fundamentals of **Water Utility Regulation**, **Water Network** Systems & Pumping Stations, Hydraulic **Modelling** for Water Network Design, **Water Chemistry**, **Wastewater Treatment** Technology, **Networking** System, **Water Network Design**, Industrial **Water Treatment** in Refineries & Petrochemical Plants, **Piping** System, Water Movement, Water Filtering, Mud Pumping, **Sludge Treatment** and **Drying**, **Aerobic Process** of **Water Treatment** that includes **Aeration**, **Sedimentation** and **Chlorination Tanks**. His strong background also includes **Design** and **Sizing** of all **Waste Water Treatment Plant Associated Equipment** such as **Sludge Pumps**, **Filters**, **Metering Pumps**, **Aerators** and **Sludge Decanters**.

Mr. Thanasis has acquired his thorough and practical experience as the **Project Manager**, **Plant Manager**, **Area Manager - Equipment Construction**, **Construction Superintendent**, **Project Engineer** and **Design Engineer**. His duties covered **Plant Preliminary Design**, **Plant Operation**, **Write-up** of **Capital Proposal**, **Investment Approval**, **Bid Evaluation**, **Technical Contract Write-up**, **Construction** and **Sub-contractor Follow up**, **Lab Analysis**, **Sludge Drying** and **Management** of **Sludge Odor** and **Removal**. He has worked in various companies worldwide in the **USA**, **Germany**, **England** and **Greece**.

Mr. Thanasis is a **Registered Professional Engineer** in the **USA** and **Greece** and has a **Master's** and **Bachelor's** degree in **Mechanical Engineering** with **Honours** from the **Purdue University** and **SIU** in **USA** respectively as well as an **MBA** from the **University of Phoenix** in **USA**. Further, he is a **Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) a **Certified Instructor/Trainer** and has delivered numerous trainings, courses, seminars, workshops and conferences worldwide.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0900	***Introduction to KPI's*** *Importance and Role of KPI's in Business Operations ● What KPI's Are and How they are Developed ● Importance of Linking KPI's to Corporate Goals and Objectives*
0900 - 0930	***The Top Five Strategic Indicators*** *Energy Consumption ● Water Consumption ● Energy Efficiency*
0930 – 0945	*Break*
0945 – 1215	***The Top Five Strategic Indicators (cont'd)*** *Waste Management ● Effluent Management*
1215 – 1230	*Break*
1230 – 1420	***Workshop Exercise*** *Discussion on Top Five Strategic Indicators and Selection of One Indicator for KPI Development*
1420 – 1430	*Recap*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Stakeholder Involvement in KPI Setting*** *Role of Stakeholders in Setting Meaningful KPI's ● Stakeholder Analysis Process*
0830 - 0930	***Stakeholder Involvement in KPI Setting (cont'd)*** *Stakeholder Mapping*
0930 – 0945	*Break*
0945 – 1215	***Workshop Exercise*** *Stakeholder Mapping and Developing Stakeholder Engagement Strategies*
1215 – 1230	*Break*
1230 – 1420	***Leading and Lagging Targets*** *Understanding Terminology – Leading and Lagging ● Understanding the Industry Supply Chain ● Principle for Setting Effective Targets and Objectives*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Workshop Exercise*** *Setting and Interpreting Leading and Lagging Indicators*
0830 - 0930	***The KPI Development Process – The Roadmap for Developing Effective KPI's*** *Understanding The Five-Step KPI Metric Flow Process and the 12 Steps for Developing Meaningful Metrics and KPI's*
0930 – 0945	*Break*

0945 – 1215	***Developing and Using KPIs: A 12-Step Model*** *Step1: Senior Management Team Commitment • Step 2: Establishing a Winning KPI Project Team • Step 3: Establishing a "Just Do It" Culture and Process" • Step 4: Setting Up a Holistic KPI Development Strategy • Step 5: Marketing the KPI System to All Employees • Step 6: Identifying Organization- Wide Critical Success Factors*
1215 – 1230	*Break*
1230 – 1420	***Developing and Using KPIs: A 12-Step Model (cont'd)*** *Step 7: Recording Performance Measures in a Database • Step 8: Selecting Team–Level Performance Measures • Step 9: Selecting Organizational Winning KPIs • Step 10: Developing the Reporting Framework at All Levels • Step 11:Facilitating the Use of Winning KPIs • Step 12: Refining KPIs to Maintain Their Relevance*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	***Workshop Exercise*** *Applying the Systematic Process to Develop Meaningful KPI's*
0830 - 0930	***Workshop Exercise (cont'd)*** *Developing and Writing Standardised Operating Procedures*
0930 – 0945	*Break*
0945 – 1215	*Four Foundation Stones Guiding the Development and Use of KPIs*
1215 – 1230	*Break*
1230 – 1420	***Setting KPI's Traking Progress (cont'd)*** *Defining Vision, Mission and Strategy*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0930	***Data Requirements for Effective KPI's*** *Understanding What Data to Collect • How to Get the Data*
0930 – 0945	*Break*
0945 – 1100	***Data Requirements for Effective KPI's*** *Analysing the Data • Importance of Accuracy , Quality, Verifying and Validating Data*
1100 – 1215	***Reporting KPI Performance*** *The KPI Monitoring and Controlling Process • Using Dashboard to Present Meaningful KPI Information*
1215 – 1230	*Break*
1230 – 1345	***Reporting KPI Performance (cont'd)*** *Using KPI Information to Improve Operational Process*
1345 - 1400	***Course Conclusion***
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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