

# Course Title: Leading Enterprise Performance Measurement (PR302)

**Level:** Professional

**Duration:** 24 hours (indicative), approximately 10 weeks

**Delivery method:** Supported distance learning

**Assessment:** 2.5 hour multi-choice examination (case-study based)

**Recommended Prior Knowledge:** Managing Process Performance (PT202)

**Mandatory Prior Knowledge:** None

## Overview

This course develops leadership skills to coach and facilitate top management teams in the development of enterprise-wide performance measurement/KPIs for strategic goals and operational process performance.

## Who is it for?

This course is designed for those who are currently practicing quality and are in, or aspire to leadership or senior management roles.

## Indicative course content

- Leadership of performance measurement:
  - Organisations as a system and PDCA
  - Review of variation, control charts and effective measures
  - Mapping measures of performance to an organisational system
  - Systems thinking
  - Roles in performance measurement
  - Coaching techniques for developing enterprise performance measures and roles
- Measurement of enterprise strategy:
  - Processes for gathering data on organisation context including competitors, benchmarking, technology, legal, regulatory, societal and standards relating to the organisation
  - Linking measures to strategic objectives/goals
  - Strategy map
  - Balanced scorecards and KPIs
- Measurement and policy deployment:
  - Overview of Hoshin Kanri
  - Strategic scorecards
  - Review processes
  - Measures for business planning and forecasting
  - Measures for financial management
- Leading performance measurement in the extended enterprise:
  - Managing cross-functional measures
  - Measures of supply chain performance
  - Facilitation of supplier/external provider measurement and reporting
  - Managing multi-site performance measurement

- Leading operational performance measurement:
  - Cascading measures using a process approach
  - Operational scorecards
  - Dashboards
  - Visual management for enterprise level measures
  - Measures as drivers for continual improvement

### **Delivery method**

Supported distance learning. A Tutor will be assigned who will provide support and guidance throughout the course. All course materials are accessible via our web-based learning system.

### **Course fee**

The course fee is inclusive of tutorial support, learning and assessment materials, an account for our learning system, examination and certification.

- £545 +VAT per learner

### **Examinations**

- Examinations are online and can be arranged to be taken in your workplace where invigilation is agreed and provided by your employer.
- Additional fees will apply if you wish to undertake the examination in a paper-based format.
- If you wish to sit the examination at an examination centre (please refer to 'exam information' on <http://www.roveconsultancy.co.uk/cqi-quality-management/> for details of examination centres that support external students. Please note examination centres will charge a fee for this service. Details should be obtained directly from the representatives of these organisations.
- Please note that a fee of £65 +VAT is applicable should a re-sit be required.

### **How to enrol**

We don't have set enrolment periods for this course so you are able to enrol at any time. Please complete the contact us box below, email [info@roveconsultancy.co.uk](mailto:info@roveconsultancy.co.uk) or call 0191-6600355 and we'll get back to you.