



INTEGRATED METRICS MANAGEMENT

(People, Process & Organization)

“Measurement is the first step that leads to control and eventually to improvement. If you can’t measure something, you can’t understand it. If you can’t understand it, you can’t control it. If you can’t control it, you can’t improve it.” - Anonymous

Metrics and measures have become an essential in every facet of business management. Be it process, people or the organization’s performance in total. As the popular saying goes, anything that cannot be measured does not exist or is a subject for elimination. This leaves us with a looming question on Are we measuring right? Are our metric parameters relaying the as-is performance of the subject? Are my KPIs contributing towards my strategic goal? Are my KPIs green but the end result is far from expected? Every executive needs answer for the above questions to take advised over intuitive decisions.

This 2-day course is outlined to help practitioners understand the nitty gritty in Metrics Lifecycle management.



April 18 – 19, 2016



2 DAYS



MAKATI CITY

Learning Objectives

At the end of the training, participants are expected to:

- Be more skilled in defining the right metrics suited for each analysis
- Be familiar with the Metrics lifecycle itself and have it applied to their current organization
- Define metrics holistically to measure efficiency, effectiveness, compliance and progress of the subject
- Provide right metrics and data for decision making
- implement continuous improvement as part of every organizational initiative

Benefits

- Make more sound decisions to help the company align its assets with its goals
- Assess and identify area for improvement
- Improve the company’s overall throughput by continuous monitoring of data
- Strengthen the company’s strategic value by aligning KPIs with the set vision.

Target Audience

- Operations Managers / Supervisors / Leaders
- Quality Managers / Analysts / Engineers
- HR Managers / Specialists / Generalists
- Administrative Managers / Officers / Specialists
- IT Managers / Officers / Specialist



Key Clients



Globe



SHARP



Agenda

MODULE 1: Building Blocks of Organization

- Processes and Metrics
- Processes defined
- Business Process Thinking
- Types of business processes
- Metrics definitions
- Process and metrics planning
- Aligning process levels to metrics levels – hierarchy

MODULE 2: Basics of Metrics

- Metrics definitions
- Metrics categories and labels
- Types of metrics – leading vs. lagging, efficiency vs. effectiveness, etc.

MODULE 3: Identify Right Metrics

- Top-Bottom; bottom-top alignment
- What metrics should accomplish
- Strategy and metrics
- Gaps-Alignment-Conflict

MODULE 4: Metrics and Data Collection

- Identifying the details
- Setting baselines, benchmarks and targets
- Sourcing, Collecting and Frequency of collecting data
- Normalizing and formulizing data

MODULE 5: Analyzing and Presenting the Data

- Data Analysis
- Graphical Data Representation
- Dashboards and scorecards
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MODULE 6: Metrics and Decision Making

- Issues and considerations
- Frequency of review
- Deciding to change

MODULE 7: Psychological impacts of metrics

- Good and bad news of metrics
- Determining poor vs. better metrics
- Political game-playing with metrics
- Congruency

MODULE 8: The metrics life-cycle

- Life cycle defined
- Factors affecting metrics relevancy
- Reviewing metrics adequacy

Trainer's Profile



The Trainer is one of ECCI's executives and used to work for IBM, Accenture, Petronas, Fujitsu, Convergys, Toshiba and Robert Bosch as QMS Manager, Operations Director (South East Asia), Regional General Manager, CEO and implement various management systems and best practices – across organizational functions.

He is one of the most sought after consultants and speakers in the region when it comes to areas such as Quality & Productivity Management, Enterprise Risk Management, Business Continuity & Disaster Recovery, Information Security, IT Service Management, Sustainability Management, Strategic Business Planning, Innovative Problem Solving and Decision Making , Business Process Re-engineering, Value Analysis & Engineering, and Complaints Management.

He was able to manage several projects and programs for Multilateral Agencies across all South East Asian countries. He managed senior consultants and project managers assisting over 100 MNCs in implementing best practices. As a Project Manager and Lead Consultant, he was able to lead 125 organizations to achieve several ISO Standard Certifications and facilitated trainings on over 50 topics.

He also helped large MNC brands manage their supply chain through extensive audits and supplier development programs.

Materials



TRAINING MANUAL



QRP



QCP



CERTIFICATE



ECHO CD



CASE STUDIES



Training Highlights

Expert Facilitator

The program is facilitated by one of the leading consultants with years of experience in consulting and training in various industries, giving the participants the advantage to tap on his extensive experience to solve practical problems in their current environment.

Interactive Learning

From face-to-face interaction to modules and workbooks, the training is an instructor-led course with a combination of presentation modules and interactive sessions with participants, allowing mindshare to proactively address specific needs and issues in their own environment.

Up-to-date Information

Provides the latest updates on best practices from industries across the globe with case studies and practical information acquired from the training and resources of our trainer.

Training Package

We provide high quality and well-researched training materials to make learning a meaningful experience for the participants. The training aids we provide to our participants are used as a quick reference resource for future use.

About APEX Global

APeX Global (The Academy for Professional excellence) is the learning solutions arm of ECCI—the leading process improvement solutions provider in Southeast Asia. Our sole aim is to promote performance excellence among professionals. We help our customers achieve greater success through effective, experiential and results-oriented training delivery. Our professional development solutions cover Trainings and Conferences, Managed Services and Learning on Demand. We organize public trainings and in-house workshops tailored for specific organizations. We help companies manage their non-core yet critical training function through end-to-end training management - starting from planning and needs analysis to program evaluation and records management. The Learning on Demand products we offer provide convenient and innovative ways for learning.



Applying the experience of training over 100,000 professionals in the last decade, a strong pool of expert trainers and facilitators with expertise in a niche array of domains and a strong regional presence, we provide an extensive portfolio of high-quality industry specific and functional programs coupled with high quality training materials to deliver our ultimate “promise”—the R.E.A.L. learning experience.

About ECCI

ECCI is the leading process improvement solutions provider in Southeast Asia, focused on process consulting, automation solutions and learning outsourcing services. We help companies achieve performance excellence by assisting them implement management systems and international standards/best practices across multiple domains and industries.

Our partnerships with best-in-class technology companies help drive sustained excellence for our customers. As a solutions provider with instructional design capability and subject matter expertise in niche areas, we help organizations implement learning strategies and design learning content for improved performance



FEES STRUCTURE

Please highlight the registration type applicable to you

| REGISTRATION TYPE | REGULAR (Payment should be settled on APRIL 18 - 19, 2015) | EARLY BIRD (Registration received on or before MARCH 29, 2015) |
|----------------------|---|---|
| Per Participant | <input type="checkbox"/> Php 28, 595 + 12% VAT | <input type="checkbox"/> Php 27, 165.12 + 12% VAT |
| Group of 4 | <input type="checkbox"/> Php 26, 307.4 + 12% VAT | |
| Personal Sponsorship | <input type="checkbox"/> Php 27,165.12+ 12% VAT | |
| LearnEx | Our prepaid training card "LearnExpress" allows you to book training courses at a reduced price. Please contact the Apex Global team for more information. | |

PARTICIPANT(S) PARTICULARS

| | Participant 1 | Participant 2 | Participant 3 | Participant 4 |
|--------------------------|--|--|--|--|
| Full Name | | | | |
| Designation / Department | | | | |
| Contact Numbers | (O) (M) | (O) (M) | (O) (M) | (O) (M) |
| Email Address | | | | |
| Food Preference | <input type="checkbox"/> Non-Vegetarian <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____ | <input type="checkbox"/> Non-Vegetarian <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____ | <input type="checkbox"/> Non-Vegetarian <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____ | <input type="checkbox"/> Non-Vegetarian <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____ |

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PAYMENT METHODS

☐ **Cash**

☐ **Cheque** (Please make check payment payable to "ECC International Corp. " and send to the address mentioned below)

☐ **Bank Transfer**

Account Name : Environmental Compliance Consultants International Corp.
Account Number : 638-3-63850569-0
Name of Bank : Metropolitan Bank and Trust Company
Branch Name : Rufino Branch
Swift Code : MBTCPHMM
Address of Bank : Ayala Avenue V.A. Rufino Makati City

☐ I have read and understood the stated terms and conditions.

Name of Authorizing Person : _____ Date : _____

Designation / Department : _____ Signature : _____

THIS FORM IS INVALID WITHOUT THE AUTHORIZING SIGNATURE.

Contact Information

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Email : training@eccigroup.com

TERMS AND CONDITIONS

ECCI CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY:
ECC International Corporation (ECCI) reserves the right to make any amendments in its program venue, scheduled dates, or to cancel the program due to unforeseen circumstances without any prior notice, but all measures will be taken to reach the participants. ECCI shall assume no liability whatsoever in the event that a program is cancelled, rescheduled or postponed due to fortuitous event, Act of God, unforeseen occurrence not limited to: war, fire, labor strike, extreme weather or other emergency conditions. Please note that while speaker and topic were confirmed at the time of publishing, circumstances beyond the control of the organizer may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, ECCI reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever.

Cancellation of program registration should be received in writing from the participant not less than eight (8) working days prior to the commencement of the program. The registered delegate is entitled to receive 100% credit to the next scheduled program or attend any ECCI programs with equivalent monetary value. The credit must be utilized within one (1) year from the date of its issuance. Cancellation requests made in less than eight (8) working days prior to the commencement of the program will not be eligible for credit and the paid amount is forfeited in favor of ECCI.

PAYMENTS & DISCOUNTS
All fees are subject to prevailing taxes. Any discount (Early Bird, Group & any other special promotions) offered by Apex Global can be availed if the payment is made within the promo period. Payments made after the scheduled training date will not be eligible for any discounts offered previously and will merit a 5% late payment surcharge.

PRIVACY & DATA PROTECTION
The participant hereby grants ECCI permission to take photographs and videos during the training or event they are participating in, with the understanding that these photographs, audio or video recordings may be edited, copied, exhibited, published or distributed through the internet for marketing purposes.

Personal Data is gathered in accordance with the E-commerce Act 2000. You may also receive updates and promotional event notifications from ECCI on other related trainings and events.

☐ I confirm that my organization is sponsoring me for the program indicated in this application form.

☐ I have also read and accepted ECCI's terms and conditions.

Participants Signature : _____ Date : _____