



Certified KPI Professional Exam Preparation Training Course



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Introduction:

Certified KPI Professional Exam Preparation Training Course is a 1-week course for staff who select, document, measure and report key performance indicators, ending with a KPI Documentation Portfolio and Exam Study Plan. Many organisations track long lists of indicators that are poorly defined, lack reliable data sources or carry targets nobody can justify, so performance reports do not support decisions. Nominees already own, collect or report KPIs and work through case studies from public services, healthcare, retail and manufacturing, alongside practice questions on each topic area. CoreConcept Training Center delivers this Certified KPI Professional exam preparation course.

Course Objectives:

- Distinguish objectives, KPIs and initiatives and classify indicators using KPI typology
- Select KPIs for scorecards and dashboards at organisational, departmental and individual levels
- Document KPIs in a standardised documentation form with formula, frequency, owner and data source
- Set and justify targets using baselines, benchmarking and trend data while avoiding common pitfalls
- Plan data gathering with data custodians and assess data quality before reporting
- Produce a KPI Documentation Portfolio and Exam Study Plan from case study work and practice results

Target Audience:

- Performance management specialists responsible for scorecards, dashboards and performance reports
 - Strategy and planning staff responsible for linking objectives to measures and initiatives
 - Department managers accountable for unit KPIs, targets and performance reviews
 - Business and data analysts responsible for KPI calculation, data sources and visualisation
 - Quality and excellence staff responsible for measurement within improvement programmes
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Course Outline:

Day 1: KPI Foundations and Exam Topic Map

- Certified KPI Professional Topic Areas and Exam Format Overview
- Performance Measurement Challenges and the KPI Lifecycle
- Objectives, KPIs and Initiatives Distinction in Strategy Maps
- KPI Terminology and Glossary Review with Practice Questions
- Diagnostic Quiz to Baseline Knowledge Across Topic Areas

Day 2: KPI Typology and KPI Documentation

- Leading and Lagging Indicator Classification Exercises
- Quantitative, Qualitative, Efficiency and Effectiveness KPI Types
- KPI Taxonomy and Organisational KPI Library Structure
- KPI Documentation Form Fields, Formula and Measurement Frequency
- KPI Owner and Data Custodian Roles in Documentation

Day 3: KPI Selection, Context and Targets

- KPI Selection Criteria for Scorecards and Dashboards
- Cascading KPIs from Corporate to Functional and Individual Levels
- KPIs in Context Across Public, Healthcare and Retail Settings
- Target Setting with Baselines, Trends and Benchmarking Data
- Target Setting Pitfalls and Negative Behaviour Risks

Day 4: Data Gathering, Data Quality and Visualisation

- Data Gathering Methods and Reporting Data Source Mapping
- Data Quality Dimensions and Validation Checks Before Reporting
- Performance Scorecard Layout and Dashboard Design Principles
- Graph Selection and Visualisation Errors in Performance Reports
- KPI Activation Problems and Corrective Actions in Practice

Day 5: Case Study Work and Exam Readiness

- Case Study Selecting KPIs for a Multi-Sector Organisation
 - Case Study Documenting KPIs and Setting Targets
 - Case Study Scorecard Review and Data Quality Critique
 - Timed Practice Exam Across All Topic Areas
 - KPI Documentation Portfolio and Exam Study Plan Completion
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Skills You Will Gain:

- KPI Typology Classification
- KPI Selection
- KPI Documentation
- Target Setting
- Benchmarking Use
- Data Quality Assessment
- Scorecard and Dashboard Design
- Performance Data Visualisation

Why Attend This Course:

- Deliver a KPI Documentation Portfolio and Exam Study Plan to the performance management office or line manager sponsoring the candidate
- Decide which indicators to keep, redefine or retire and how to justify each target
- Avoid misleading reports, unreliable data and targets that drive unwanted behaviour in the unit
- Coach colleagues and KPI owners to complete documentation forms and check data quality consistently

Conclusion:

Back at work, the participant hands the KPI Documentation Portfolio and Exam Study Plan to the performance management office or the sponsoring manager. The office can use the documented KPIs as a pattern for the unit's KPI library and review which existing indicators lack owners, data sources or justified targets, while the manager agrees study time before the exam. After the first reporting cycle using the documented KPIs, the team should review data quality issues and target achievement, then refine the forms.

Frequently Asked Questions FAQ:

What should participants know before a Certified KPI Professional exam preparation course?

Participants should already work with KPIs, for example owning departmental indicators, collecting data or preparing performance reports. Bringing a current scorecard or list of indicators helps them apply the documentation and selection exercises to their own organisation.

How does a Certified KPI Professional exam preparation course differ from a course on designing KPIs aligned with strategy?

A strategy-aligned KPI design course builds an organisation's measurement system from its strategy. This course follows the topic areas of the Certified KPI Professional credential and combines case study work with practice questions to prepare participants for its exam.

What topic areas does the Certified KPI Professional credential cover?

The Certified KPI Professional covers KPI terminology and typology, KPI documentation, KPI selection and KPIs in context, working with targets, data gathering and data quality, and data visualisation in scorecards and dashboards.

What do participants take back from a Certified KPI Professional exam preparation course?

Participants take back a KPI Documentation Portfolio with completed documentation forms, justified targets and data source notes for a set of indicators, and an Exam Study Plan based on their practice results by topic area.