



HARRIS ASSOCIATES

**Implementation Support for
Continuous Improvement**

Strategic Goals and Key Performance Indicators

**A workshop for Chief Executives, Directors
and Senior Managers**

Facilitates discussion of the best practice regarding Strategic Goals, and the development of Performance Measurement throughout the organisation, including:

- **Business Improvement - the need for focused improvement efforts.**
- **Identifying the organisation's Strategic Goals.**
- **The measurement of Performance Improvement.**
- **Establishing a cascade of Key Performance Indicators (KPIs).**
- **Selecting strategic, core process and team KPIs.**
- **Identifying the vital Key Performance Indicators and the critical process for improvement.**

If required, this workshop can be extended to provide the detailed identification and implementation of the whole KPI cascade, throughout your organisation.

*To ensure that your Organisational Development benefits from this important workshop,
please contact Bill Harris, of HARRIS ASSOCIATES,
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