

## Establishing Process Performance Metrics

### Benefits

In this **4-hour** session, you will learn a step-by-step process to identify business-level and process-level metrics for your organization and how to engage your team in achieving performance objectives.

### Outline

- Types of motivation
- Why measure business results?
- Why measure process indicators?
- Identifying customer needs
- Aligning customer needs with business metrics
- Aligning process metrics with business metrics
- How to communicate performance to goals and drive action
- Reward and Recognition for achievement of goals

### Who should attend

Managers and supervisors who want to adapt a systemic approach to business measures and goal setting.

**Please contact us to request this workshop onsite!**



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