

Result Based KPIs



Cascading Organization KPIs to Employees KPI in Measurable Term

(Recommended for All Department Heads)



Introduction

Organization KPIs are always in measurable terms. When it comes to employees KPIs, except for sales and operations, usually all other department KPIs have following issues:

- Blurred line of sight between business-critical success factors and job critical success factors.
- Excessive focus on measuring the job “attributes” and “activities” rather than “outcomes”.
- Appraisal is based on subjective phrases, rather than evidence based performance.
- No objective criterion to validate individual performance against business performance.

Consequences for the Organization

- Overly inflated bell curve at employee level do not correspond with business performance.
- Line managers lose faith in objectivity of performance management system and blame HR.
- Top management is not able to distinguish between star performers and deadwood.
- Non-merit performance system promotes inequity in reward, frustrate high performing employees, resulting in grievances, loss of morale and attrition.

Course Contents

- Analyzing organization's vision, mission, values, goals and objectives.
- Identifying organization performance critical success factors “CSFs” to be embedded into employees' performance CSFs.
- Differentiating between KRA, KPI and objective.
- Aligning employee KPIs with organizational KPIs with a focus on measuring volume of work, cost, turnaround time, quality and impact in verifiable terms.
- Performance rating and ranking
- Calculating workforce performance index and organization financial performance Index



Facilitator
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Zahid Mubarik, CEO HR Metrics and founder Leader SHRM Forum Pakistan, holds 3 meritorious HR certifications from SHRM and HRCI, USA. Zahid has the honor of being the only HR professional from South Asia, who became the member of ISO Geneva global HR standards development Committee, ISO TC 260 comprising of USA, UK, Australia, Austria, Denmark, France, Germany, Italy, Netherlands, Norway, Portugal, Sweden and Switzerland. During past 5 years, he represented Pakistan in ISO meetings in USA, Australia, Netherlands, and France and played leading role in designing Human Capital Measurement Metrics for global HR standards.

Zahid served as the Member Special Expertise Panel, Human Capital Measurement Metrics SHRM, USA. He was the pioneer in introducing Human Capital Measurement Metrics in South Asia and has provided extensive consulting to market leading business entities in transforming to human capital measurement metrics www.thehrmetrics.com. He also got indigenously developed human capital management analytics software application www.hcmanalytics.net to facilitate implementation of HR Metrics and Analytics at organization level and has initiated a research on human capital benchmarking and issues monthly reports on key HR metrics. Zahid is also an author of quarterly HR magazine 'Workforce Tomorrow'.

Zahid has enabled hundreds of HR Professionals to earn SHRM-CP/SCP credentials. His company HR Metrics, being SHRM Partner stood among top 5 partners in the world in terms of performance, during 2016.

An internationally acclaimed thinker, writer and speaker, Zahid is an active speaker at national and international conferences in USA, China and Middle East. His analytical HR papers and expert talks have been featured by International and National media including Microfinance Gateway World Bank Washington, CNBC, Daily Dawn and Business Recorder.

We facilitate in house sessions

For registration