



ORGANISED BY
ISP MANAGEMENT (M) SDN BHD

DESIGN AND BUILD KPIs: PRACTICAL APPLICATION OF KPIs IN PLANTATION MANAGEMENT

SPEAKER: P. RAJOO
DATE: 28 – 29 MAY 2019
VENUE: ISP HEADQUARTES
SUITE 3A01, LEVEL 3A, PJ TOWER, AMCORP TRADE CENTRE
18 PERSIARAN BARAT, 46050 PETALING JAYA, SELANGOR

INTRODUCTION

Introduction to Key Performance Indicators – ‘KPI’. ‘Key performance Indicator’ (or KPI) is a metric which is one of the most important indicators of the current performance level of an individual, department and/or a company in achieving goals. Key performance indicators, or KPIs, give plantation/ mill managers and executives a way to measure the company's productivity. These metrics may be used to compare or benchmark best practices in the industry to improve operational challenges.

The road to business failure is often paved with good intentions, as the drivers of business processes in plantation don't always keep an eye on the path they are taking.

- Cost
- Yield
- OER Productivity
- Time to delivery
- Quality
- Buyers Value

LEARNING OUTCOME

In this practical workshop, you will be learning to translate your plantations strategy into operational objectives to gauge progress, we refer these gauges as

- Outcomes measures..... Stakeholders Satisfaction
- Process output..... the drivers of the plantation business
- Process efficiency
- Cost to budget
- Internal controls or Compliance to Regulatory Requirements
- Innovation in the plantation process
- People Enablers..... the behaviors and potentials for performance

TARGET AUDIENCE

- General Manager, Managers, Plantation Advisors, Executives and HR Managers

METHODOLOGY

Interactive learning using gamification and inquiry base learning. The gamification of learning is an educational approach to motivate students to learn by using game design and game elements in learning environments. The goal is to maximize enjoyment and engagement through capturing the interest of learners and inspiring them to continue learning.

- The Current State:-Identifying Key Issues in the plantation industry
- Explore the Future State:- Where we could be..... **Strategic Focus Areas**
- Outcomes: Meeting the expectation of the Stakeholders
- Plantation Process drivers
- People and System
- Propose initiatives to close skill gaps

LEARNING OBJECTIVE

Able to use a SWOT to map the Strategic Issues in the plantation practices

- What is working well in our practices?
- What are we trying to accomplish?
- Are we measuring the right things?

Able to Recognize and Understand the current process capabilities and how to think different to approach using KPI Framework to measure progress

Develop skills to identify and develop KPI in the process

- Operational KPIs to focus the plantation business
- Individual KPIs to measure individual performance and potential

Learn to write KPIs and prepare data dictionary for each KPIs

Review the KPI on a weekly or monthly basis to improve performance

REGISTRATION FEES

- ISP MEMBER RM550 (INCLUSIVE OF 6% SST)
- NON-MEMBER RM650 (INCLUSIVE OF 6% SST)

WHAT YOU WILL COVER?

DAY	MORNING SESSION (9.00 AM – 1.00 PM)	AFTERNOON SESSION (2.30 PM – 5.00 PM)	DAY	MORNING SESSION (9.00 AM – 1.00 PM)	AFTERNOON SESSION (2.30 PM – 5.00 PM)
1	<ul style="list-style-type: none"> ❖ The Plantation Business Model and Value Innovation ✓ Down cost.... Efficiency ✓ Up buyer value..... Innovation in the practices ❖ Introduction to Business Drivers in the Plantation ✓ What are the strategic focus areas? ✓ What are we trying to accomplish? ✓ Why Need Measurement? ❖ KPIs must reflect the plantation business to trigger actions for improvement ✓ What are your organizational objectives? ✓ How do you measure success or best practices? ✓ Are we measuring the right things? ❖ The BSC Framework in developing the KPIs ✓ Financial ✓ Customer ✓ Process ✓ People ❖ The four components 	<p>Workshop Practice 1</p> <ol style="list-style-type: none"> 1. Tool 1: Map the Value Proposition Canvas and identify <ul style="list-style-type: none"> ❖ The Customer.... The Mill ❖ The Core Process to deliver output and outcome 2. Tool 2: Map the critical plantation processes.... SIPOC Diagram. Visualization <ul style="list-style-type: none"> ❖ Clearly state the outcome expectation ✓ What is your desired outcome? ✓ Why does this outcome matter? ✓ How are you going to measure progress? ✓ How can you influence the outcome? ❖ Identify and Map the Strategic Issues in delivering outcome ✓ Yield ✓ Cost Efficiency ✓ Throughput ✓ Bottlenecks ✓ Quality ✓ Cycle time ✓ Governance/ controls ✓ OER ❖ The process controls: SOP 3. Tool 3: Select an objective and write the objective statement <ul style="list-style-type: none"> ❖ Indented results 4. Tool 4: How to define a KPI? 	2	<ul style="list-style-type: none"> ❖ Review day 1 ❖ Workshop Practice 2 ❖ How to write and develop KPIs for plantation ❖ Making your KPIs actionable is a seven-step process: <ol style="list-style-type: none"> i. Map your current process ii. Analyze your current performance: the issues iii. Describe the intended results or performance iv. Select the right metrics for each... What are going to measure? v. Set short and long term KPI and set targets vi. Review targets with your team vii. Review progress and readjust ❖ Workshop practice 3 <ul style="list-style-type: none"> • Documentation or performance measurement data definition • Identify data source 	<ul style="list-style-type: none"> ❖ KPI Implementation challenges <ul style="list-style-type: none"> • Close performance gaps- propose initiatives ❖ Workshop practice 4: Using the KPIs to improve the outcomes <ul style="list-style-type: none"> • Collect data and monitor performance • KPI Reporting and Sharing Information • Performance analysis and draw conclusion • Improvement - IIAA Framework

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REGISTRATION FORM**

Company Name: _____
Person In charge: _____
Telephone: _____
Email: _____
Address: _____

Signature Name: _____ Designation: _____	Company's Stamp
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PARTICIPANT(S)' DETAILS

1. Name: _____
I/C No.: _____ Member: RM550.00 (Membership No.: _____) Non-Member: RM650.00
2. Name: _____
I/C No.: _____ Member: RM550.00 (Membership No.: _____) Non-Member: RM650.00
3. Name: _____
I/C No.: _____ Member: RM550.00 (Membership No.: _____) Non-Member: RM650.00
4. Name: _____
I/C No.: _____ Member: RM550.00 (Membership No.: _____) Non-Member: RM650.00
5. Name: _____
I/C No.: _____ Member: RM550.00 (Membership No.: _____) Non-Member: RM650.00

PAYMENT METHOD

- Cash Online Transfer ATM Transfer
- Cheque/ Bank Draft (Cheque/ Bank Draft No.: _____)

Amount: RM _____

Payment can be made to **ISP MANAGEMENT (M) SDN BHD** bank account **AMBANK ISLAMIC BERHAD 888-101-596-8511**
**Please return the registration form and provide proof of payment to emails below

TERMS AND CONDITIONS

- Request for cancellation must be made in writing.
- 100% refund will be made for written cancellation received before the day of the Seminar. Refund will be issued after the Seminar.
- No refund will be given for cancellation received after the Seminar. However, replacement is acceptable; please forward the replacement name to emails below.
- The registration form serves as the official invoice.
- All membership subscription should be paid before the day of the Seminar to entitle for members' rate, or else, non-members' rate will be applied.

Registration must be done by faxing/emailing the registration form to the following:

CONTACT PERSON

For **REGISTRATION**: Ms. Nabilah Tel. No.: 03-7955 5561 Email: nabilah@isp.org.my
For Enquiries: Mr. Rajindran Tel. No.: 012-316 1280 Email: rajindran@isp.org.my

**DEADLINE:
23 MAY 2019**

Trainer

P.Rajoo is an experienced management consultant in Strategic Management. From early in his career, he has been involved in Corporate Performance Management, involving setting strategic direction and process measurement and aligning to reward management.

Prior to his consulting career, P.Rajoo gained 20 years in multinational semiconductor environment , providing strategy, process, logistic supply chain and capability performance improvement services to the organization. He was a retainer consultant in local financial institution focusing on Quality Management and design, implement and use of performance measurement systems.

He has gained wide experience and as a practitioner in the implementation of KPI measurement tools and framework. He has facilitated in design and build roll out for EPF, MRCP. Harris Semiconductor, Petro Vietnam, Affin Bank the Government of Brunei and agencies in Sarawak

Certified BSC TRAINER