



Design and Build KPIs: Practical Application of KPIs in Plantation Management

SPEAKER : P. RAJOO

DATE : 13 – 14 APRIL 2020

VENUE : ISP HEADQUARTERS, Suite 3A01, Level 3A, PJ Tower, Amcorp Trade Centre, No. 18
Persiaran Barat, 46050 Petaling Jaya, Selangor

LEARNING OUTCOME

- ❖ 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 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 don't always keep an eye on the path they are taking.
 - Cost
 - Yield
 - Time to delivery
 - Quality
 - Buyers Value
 - ❖ 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
- a) Process efficiency
 - b) Cost to budget
 - c) Internal controls or Compliance to Regulatory Requirements
 - d) Innovation in the plantation process
- People Enablers..... the behaviors and potentials for performance

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.
- i. The Current State:-Identifying Key Issues in the plantation industry
 - ii. Explore the Future State:- Where we could be..... **Strategic Focus Areas**
 - Outcomes: Meeting the expectation of the Stakeholders
 - Plantation Process drivers
 - People and System
 - iii. 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

WHAT YOU WILL COVER?

DAY 1		DAY 2	
MORNING SESSION (9.00 AM – 1.00 PM)	AFTERNOON SESSION (2.00 PM – 5.00 PM)	MORNING SESSION (9.00 AM – 1.00 PM)	AFTERNOON SESSION (2.00 PM – 5.00 PM)
<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 measure the right things? • The BSC Framework in developing the KPIs..... – Financial – Customer – Process – People • The four components 	<p>Workshop Practice 1</p> <p>Tool1: Map the Value Proposition Canvass and identify</p> <ul style="list-style-type: none"> • The Customer.... The Mill • The Core Process to deliver output and outcome <p>Tool 2: Map the critical plantation processes.... SIPOC Diagram..... Visualization</p> <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 – Cost Efficiency – Throughput – Bottlenecks – Quality – Cycle time – Governance/ controls • The process controls: SOP <p>Tool 3: Select an objective and write the objective statement</p> <ul style="list-style-type: none"> • Indented results <p>Tool 4: How define a KPI?</p>	<p>Review day 1</p> <p>Workshop Practice 2</p> <p>How to write and develop KPIs</p> <p>Making your KPIs actionable is a seven-step process:</p> <ol style="list-style-type: none"> 1. Map your current process 2. Analyze your current performance: the issues 3. Describe the intended results or performance 4. Select the right metrics for each... What are going to measure? 5. Set short and long term KPI and set targets 6. Review targets with your team 7. Review progress and readjust <p>Workshop practice 3</p> <ul style="list-style-type: none"> • Documentation or performance measure data definition • Identify data source 	<p>KPI Implementation challenges</p> <ul style="list-style-type: none"> • Close performance gaps-propose initiatives <p>Workshop practice 4: Using the KPIs to improve the outcomes</p> <ul style="list-style-type: none"> • Collect data and monitor performance • KPI Reporting and Sharing Information • Performance analysis and draw conclusion • Improvement - IIAA Framework

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



REGISTRATION FORM

Please register the following personnel to attend the training as above.
Please photocopy for multiple bookings.

Name: _____
I/C No.: _____
Email: _____
Member: RM 550.00 (Membership No.: _____)
Non-Member: RM 650.00

Special Dietary Requirement (Tick if applicable)

Vegetarian Others _____

Name: _____
I/C No.: _____
Email: _____
Member: RM 550.00 (Membership No.: _____)
Non-Member: RM 650.00

Special Dietary Requirement (Tick if applicable)

Vegetarian Others _____

Name: _____
I/C No.: _____
Email: _____
Member: RM 550.00 (Membership No.: _____)
Non-Member: RM 650.00

Special Dietary Requirement (Tick if applicable)

Vegetarian Others _____

Name: _____
I/C No.: _____
Email: _____
Member: RM 550.00 (Membership No.: _____)
Non-Member: RM 650.00

Special Dietary Requirement (Tick if applicable)

Vegetarian Others _____

Name: _____
I/C No.: _____
Email: _____
Member: RM 550.00 (Membership No.: _____)
Non-Member: RM 650.00

Special Dietary Requirement (Tick if applicable)

Vegetarian Others _____

*** All fee inclusive of 6% Sales & Service Tax (SST) for Malaysians only.

Company Name: _____
Person in Charge: _____
Telephone: _____
Email: _____
Address: _____

Company's Stamp/
Signature:

PAYMENT METHOD

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

Credit Card Visa Mastercard
Card No.: _____
Cardholder's Name: _____
Bank's Name: _____
Expiry Date: _____ / _____ (mm/yy)
Signature: _____ Date: _____

Amount: **RM** _____

Payment can be made to **ISP MANAGEMENT (M) SDN BHD** bank account **AMBANK ISLAMIC BERHAD/ AMBANK 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 **6 days 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.
- ❖ The Organisers shall not be held responsible for whatever cost (hotel reservation/ flight ticket) incurred by participants.
- ❖ The Organisers reserve the right to make changes to courses without prior notice whether in terms of date, time, venue or any other aspects.

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

CONTACT PERSON

For **REGISTRATION**: Ms. Siti NurNabilah Mohd Said
☎ 03-7955 5561 ☒ nabilah@isp.org.my

For **ENQUIRIES**: Mr. Rajindran Irusan
☎ 012-316 1280 ☒ rajindran@isp.org.my

DEADLINE
8 APRIL 2020