



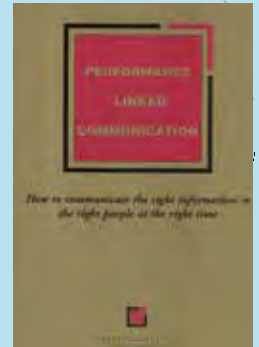
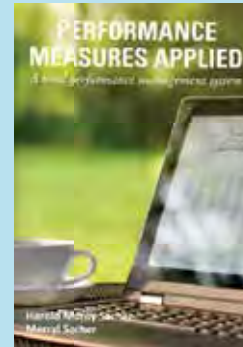
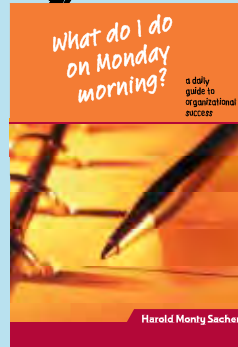
SACHER

# Effective KPIs and Performance Monitoring Masterclass

Flexibly delivered as either a 2 day In-Person Workshop or E-Learning Course

Visit KPI Masterclass page for upcoming dates

Three **FREE** Books!



## How to optimise productivity through effective KPIs and Performance Monitoring management.

### You will learn:

- What is Best Practice and how is it achieved.
- Understand how to measure, implement, and benchmark the essential performance systems.
- Be able to identify stakeholders and the outputs, measures and targets that will enable the team to develop a balanced scorecard to achieve total stakeholder satisfaction.
- Clarify the roles of each team member.
- Know how to implement performance monitoring and effective communication systems.
- Know success guidelines and pitfalls to be avoided when implementing KPIs and Performance Monitoring
- Have developed an implementation plan to achieve measurable and continuous performance improvements after the training.

Monty Sacher is an internationally known organisation development consultant specialising in improving performance in a variety of organisations. Examples are: Globally listed companies, Governments, the Military, and medium to small organisations from a wide variety of industries. He has worked in Malaysia for over 15 years as well as over 25 other countries. He is the author of eleven books on organisational effectiveness. His large clients include, Mobil, BHP, ABB, Coca Cola, Toll and Willis Towers Watson



*Sacher is now considered one of the world's leading lights when it comes to managing performance in organizations.* **The Corporate Manager**

For more information call Sacher Associates – Phone +613 95273761  
Email [info@sacherassociates.com.au](mailto:info@sacherassociates.com.au)  
[www.sacherassociates.com.au/kpi-masterclass](http://www.sacherassociates.com.au/kpi-masterclass)

*Monty Sacher, one of the nation's foremost business consultants, is a quiet achiever in the engine rooms of top Australian companies, improving planning, productivity, and performance.*

**– Di Sullivan (The Skills Centre)**

Sacher Associates helps organisations to achieve best practice levels of productivity, performance and quality of working life improvements. We do this, by implementing total performance systems solutions. Established for over 25 years, we have worked in many industries, and in over 25 countries.

### Some results our clients achieved from published client case studies are:

- Man-hours per Unit down by 23.5%
- Unified sense of direction amongst team leaders up 14.4%
- Time customers of supply 241% improvement
- 30% improvement in sick leave
- Time lost due to accidents 322 to 33 days
- Time lost due to industrial disputes down from 250 to 15 days
- Dividends paid to owners increased by \$130 million over a 5 year period
- Operating expenditure reduces by 23% over a 5 year period
- 97% of stakeholder responses indicated a high level of stakeholder satisfaction.
- Job Satisfaction up by 75%

These results, amongst others, are published in our 11 international bestselling books.

## Course Outline: Effective KPIs and Performance Monitoring Masterclass

[Visit website for upcoming delivery dates.](#)

### Introduction and Session One

#### The Big Picture

The 10 essential components and systems for effective KPI and performance management.

### Session Two

#### Productivity, Technology and Performance.

What is systems theory, productivity and performance improvement, and how are they achieved?

How to establish a best practice culture for technological innovation.

The big pitfall.

How to improve productivity

### Session Three

#### How to define results and KPIs or measures.

- Why output orientation is important.
- A framework for developing and implementing KPIs.
- Accountability matrix.
- The performance management system.
- Operational plans.
- Exercises, examples and quality standards.

### Session Four

#### Target Setting

- Why set targets?
- Quality standards for effective targets
- The Balanced Scorecard, BSC.
- Common pitfalls when target setting
- Exercises, examples, and quality standards.

### Session Five

#### Performance Linked Communication

- What to communicate?
- Performance monitoring and Feedback.
- Success guidelines and common pitfalls
- Communication infrastructure.
- Exercises, examples, and Case Studies

### Session Six

Implementation Theory - Guidelines and Pitfalls

### Session Seven

Implementation Practical

Exercises, examples and Case Studies

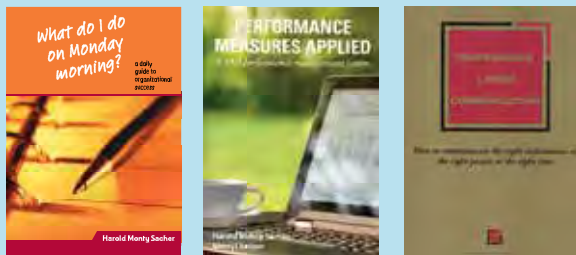
What do I do on Monday morning?

## Special Attendee Bonuses!

- Additional attendees from the same organisation – greatly reduces prices.
- Three free books
- The 10 hours of consulting time allocated to this course.
- Specially discounted coaching package offer, to ensure on the job implementation.

All delegates will receive a copy of the following books:  
Performance Measures Applied, (plus a workbook),  
What do I do on Monday Morning?  
Performance Linked Communication, (plus a workbook)  
All by Monty Sacher

## Three FREE Books!



During this workshop you will learn our potent system for measuring and managing performance: individual performance, team performance and organizational performance. With case studies and examples from both the private and public sectors you will learn how to build a performance management and measurement system that you can implement without delay. Formulated in the engine rooms of industry – on shop floors and in board rooms, our performance strategy comes from years of experience working with people who are the backbone of the business – workers, team leaders and managers. Jargon free, we will show you a practical, a tried and tested pathway to measurable, definable performance improvement. The 'Back to basics' formula presented in this course, works in product, service, or public sector environments alike, in small and large organizations, within divisions and across companies and locations.

*This is what we need: consultants who can tell us HOW to solve our problems. – Mossman Central Mill Co.*

*In my view, Performance Measures Applied is the single most important development work our company has or will undertake for a long time. – Angliss Pacific Limited*

*The business had been set a difficult profit target and the continuing economic downturn, resulting in reduced revenue, reinforced this situation. The business was able to meet its profit target and return an 11 percent improvement on this target which, in financial terms, amounts to several millions of dollars. – South Eastern Power*

*Based on years of practical experience, this book [Performance Measures Applied] is essential for those responsible for improving productivity and quality, and for everyone interested in gaining an insight and dispelling the mysteries that surround the subject. - Company Director Journal*

*Monty is an organisational and management expert. I do not use this word lightly. What he doesn't know about Change Management and the role of Culture in developing successful business outcomes is not worth knowing. He has delivered increased productivity and profits in some of Australia's toughest work environments. Regularly reviewed in BRW, Monty has passion for what he does and it is positively infectious." Gene Stark, The Marketing Network*

## Clients

### Private Sector (Australia)

- BHP
- Patrick Corporation
- Tomago Aluminium Company
- ABB
- Scenic World
- Royal Automobile Club of Victoria (R.A.C.V.)
- Orica
- Mobil Oil Australia Limited
- Boral
- Saab Systems
- Todd clinics

### Public Sector

- NSW Police Service
- Department of Defence
- State Government of Victoria (three year contract)

- Royal Australian Air Force
- Gas and Fuel
- United Energy, TXU and Powercor
- Rail Services Australia
- Electricity Trust of South Australia
- Sydney City Council
- City of Greater Dandenong

### Global

- Coca Cola
- Willis Towers Watson
- Bahrain Petroleum Organisation (Bapco)
- VTTI (UAE)
- Government of the Republic of Maldives
- MVP (UAE)
- JPMC (Brunei)
- Head Quarters Integrated Air Defence Systems (Malaysia)

Registration: Effective KPIs and Performance Monitoring Masterclass

Visit website for upcoming delivery dates.

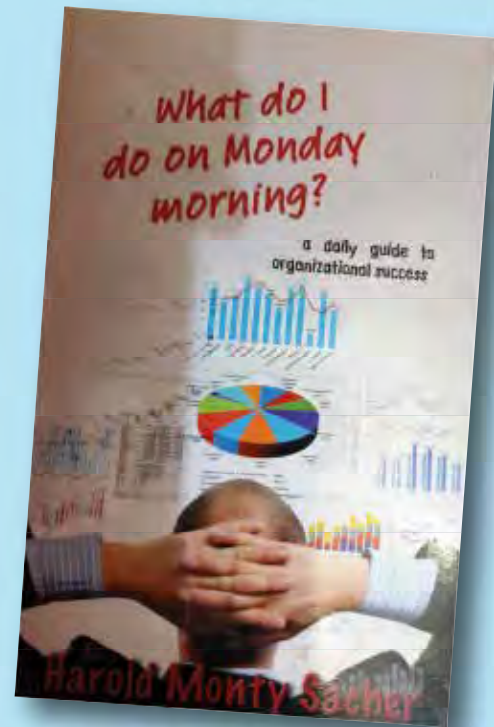
## REGISTRATION FORM

DELEGATE NAME	POSITION	EMAIL ADDRESS

	Per delegate	Per select
Regular Fee	\$USD1699	<input type="checkbox"/>
Group Booking (2 Delegates)	\$USD1599	<input type="checkbox"/>
Group Booking (3 Delegates)	\$USD 1499	<input type="checkbox"/>
Group Booking (4 Delegates)	\$USD 1399	<input type="checkbox"/>
Group Booking (5 Delegates)	\$USD 1299	<input type="checkbox"/>

### PAYMENT METHOD AND REGISTRATION

Complete this form to register and email to [info@sacherassociates.com.au](mailto:info@sacherassociates.com.au) or register on line at: <https://www.sacherassociates.com.au/book-kpi-masterclass>



### COMPANY DETAILS

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ Email: \_\_\_\_\_

### AUTHORISATION

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

\*\*this registration form is invalid without signature and company stamp.

### TERMS AND CONDITIONS:

1. Registration will be confirmed upon receipt of completed registration form.
2. Full payment must be made before the date of the event.
3. All bookings carry a 50% liability immediately after a fully completed registration contract has received by Sacher Associates. Please note that a written notice of cancellation must be received via email prior to the event date. Cancellation of any event with less than 3 weeks' notice prior to the event date carry a 100% liability, however the delegate will still be entitled to a complete set of course documentation.
4. If you are unable to attend, a substitute delegate is welcomed at no extra charges. Alternatively, the registration fees can be credited to a future event.
5. Due to unforeseen circumstances, Sacher Associates may change the content and timing of the event. Every effort will be made to inform the participants of the change. Sacher Associates should not be held liable for any costs arising from this change.
6. If Sacher Associates cancel the event, we will issue a full refund.

**BOOK ONLINE**

For more information call Sacher Associates – Phone +613 95273761 Email [info@sacherassociates.com.au](mailto:info@sacherassociates.com.au) [www.sacherassociates.com.au/kpi-masterclass](http://www.sacherassociates.com.au/kpi-masterclass)