

# LIVE ONLINE



# KPI Development Capability Clinic

## Do you have these challenges?

- Do your agreements have **too many** KPIs, **not enough**, or **not the right ones**?
- Is there a **mismatch** between the KPIs being reported and stakeholder perceptions?
- Are you **disappointed** with your providers' performance despite having negotiated and agreed KPIs?
- Do your people **spend too much time** arguing about KPIs with the providers, or even amongst themselves?
- Have KPIs that don't have clear business benefits?
- Do the KPIs require constant **debate or renegotiation**?
- Is the performance management scheme **not driving the right behaviours** you want to see?
- Feel the KPIs are **being gamed to meet the metric**?

## This clinic will enable your team to:

- ✓ **Set the scene for success** and then drive it home.
- ✓ Focus on **measuring what matters most**, not measuring just for the sake of having KPIs.
- ✓ Create KPIs **that stakeholders want to see**, in the way they want to see them
- ✓ Have the confidence to develop **SMART KPIs** that actually work in practice
- ✓ Design KPIs that are **dispute proof**, so that both parties can focus on performance, not the calculations
- ✓ **Quickly review** KPIs and performance schemes that others have developed
- ✓ **Drive performance** (carrots, sticks and non-financial means)
- ✓ **Have confidence** to make it happen effectively (the right KPIs) and efficiently (quick)

## DRIVE PERFORMANCE THAT MATTERS

THE **CULLEN**GROUP

## Testimonials

"KPI structure was great and will use this in my outsourced FM contract. Material was useful. Will definitely share the training details with others!!"

Property & Facilities Manager, Woodside

"Humour, engaging, encouraged peer learning which is the best. I found particularly useful learning the activity of describing the shapes and critiquing one another's SOW."

Contracts Officer, GHD Engineering

"An excellent course. Highly recommended - should be a compulsory aspect of the continuum of training for all contract managers."

Director, Australian Defence Force Academy

"Very informative end excellent detail. This course taught me to consider all options and involve stakeholders."

Manager Technical Services, Medicare

"Great course! I am now confident in being able to write up KPIs for communities and the Dept.!"

Contract Officer, Dept of Justice WA

"Really educational and valuable information/learnings. I'm looking forward to being able to put this into practice in my transition into corporate purchasing."

Senior Buyer, Toyota

"Great content. The good & bad examples are very helpful in understanding what works and what doesn't. The course is well structured with many exercises, and the materials are easy to follow."

Senior C&P Adviser, Woodside

The course taught me to think more realistically about KPIs and incentives as well as look at both sides - client/supplier. Provided clarity on issues of uncertainty using terminology that is understandable."

Senior Contracts Officer, Dept of Housing WA

## Clinic features

My online clinics are highly interactive with a combination of breakouts, online polls, and work sharing. Capability building is spread out over a period of three weeks to learn *and implement* in bite-sized chunks during the journey.

- Sessions can be in Zoom or MS Teams
- 3x3-hour live courses – one each week
- On call support for the challenges to be achieved each week
- Post clinic quick win/fail fast challenge and 1 hour session.

## Clinic course outline

### Why performance matters more today

High-performing suppliers and service providers must be the rule, not the exception. Our business can no longer tolerate reliance on a good relationship alone. This session explains why.

- The Iron Triangle – anchoring price, scope and KPIs.
- The Contract Scorecard and the Contract Lifecycle.

### Set KPIs that matter (Case study and your own KPIs)

Writing simple, clear, and concise KPIs is enormously challenging – which is why we often ask providers to do it. After this session, you'll never need to do that again!

You'll be working on a case and on your own KPIs to:

- Set SMART KPIs –measure the right things in the most efficient way
- Cases - Examine good and bad KPIs

### Drive performance

Creating a lose/lose fear-driven environment yields disputes. In this session, we create the win/win environment that yields high performance.

- Financial and non-financial motivators
- Cases – examine high-performance cases and why they worked

### Reporting what needs to be known

- Dashboard
- Executive vs detailed reporting
- Designing KPIs from the dashboard backwards

### Implement what you have learnt

You now know how to design KPIs and performance schemes that work. We put that knowledge to work over the next fortnight supporting you while you create the KPIs for your specific contracts.

## About Dr Sara Cullen

Sara is a global expert having helped 165+ organisations, spanning 51 countries, and \$18 billion in contracts. She is the author of 19 books and 151 best practice and research publications. Sara has been featured in the Australian Financial Review, Directions in Government, Information Economics, New Accountant, Property Australia, and the Oxford Handbook.



She was a National Partner and Global Thought Leader at Deloitte. Sara has a PhD, a MBA, and BSc. She is a Chartered Accountant (US) and Certified Mediator. She is a Fellow at the University of Melbourne, an Assoc. at the London School of Economics, and on the IACCM Australia/NZ Board.

## Want to know more about this clinic?

Contact Sara on +61 (0)416107185 or [scullen@cullengroup.com.au](mailto:scullen@cullengroup.com.au).