

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Operations Performance Management and KPIs

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Operations managers need a clear view of performance to make daily and strategic decisions. This course covers operations performance management: designing KPI trees, balancing efficiency, quality, delivery and safety measures, data collection, visual performance boards, review meetings and driving improvement from metrics.

Too many or poorly chosen KPIs create noise. You will learn to build a focused performance system that drives action.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

KPI tree workshops, dashboard exercises, review meeting simulations and case studies.

Course objectives

By the end of this course, participants will be able to:
• Design KPI trees linked to strategy
• Select balanced operational measures
• Collect reliable performance data
• Build visual performance boards
• Run effective performance reviews
• Turn metrics into improvement actions

Target audience

This course is suitable for:
• Operations managers and supervisors
• Plant and site managers
• Performance and improvement specialists
• Supply chain managers
• Service managers



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Target competencies

Participants will develop competencies in:

- KPI design
- Data reliability
- Visual management
- Review facilitation
- Improvement focus

Course outline

Day 1: Performance Management

09:00–10:08	Purpose of measures
10:08–11:00	Leading and lagging indicators
11:00–11:30	**Coffee break**
11:30–11:45	Leading and lagging indicators (continued)
11:45–12:53	Common pitfalls
12:53–14:00	Exercise

Day 2: KPI Trees

09:00–10:08	From strategy to KPIs
10:08–11:00	Balancing measures
11:00–11:30	**Coffee break**
11:30–11:45	Balancing measures (continued)
11:45–12:53	Targets
12:53–14:00	Workshop

Day 3: Data and Visuals

09:00–10:08	Data collection
10:08–11:00	Dashboards and boards
11:00–11:30	**Coffee break**



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11:30–11:45	Dashboards and boards (continued)
11:45–12:53	Visual standards
12:53–14:00	Exercise

Day 4: Reviews

09:00–10:08	Daily, weekly and monthly reviews
10:08–11:00	Problem escalation
11:00–11:30	**Coffee break**
11:30–11:45	Problem escalation (continued)
11:45–12:53	Accountability
12:53–14:00	Simulation

Day 5: Improvement

09:00–10:08	From data to action
10:08–11:00	Root cause
11:00–11:30	**Coffee break**
11:30–11:45	Root cause (continued)
11:45–12:53	Sustaining
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Cape Town Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,890.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Rome Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,450.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**
Frankfurt Confirmed dates	11 Jan 2027	15 Jan 2027	**£2,650.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.–**
Amsterdam Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,540.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.–**
Barcelona Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,840.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.–**
Cape Town Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,890.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
Dubai Confirmed dates	5 Apr 2027	9 Apr 2027	**£3,150.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.–**
Rome Confirmed dates	19 Apr 2027	23 Apr 2027	**£2,450.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.–**
Barcelona Confirmed dates	10 May 2027	14 May 2027	**£2,840.–**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	31 May 2027	4 Jun 2027	**£2,450.-**
Online Confirmed dates	31 May 2027	4 Jun 2027	**£1,250.-**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**£3,150.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.-**
Istanbul Confirmed dates	12 Jul 2027	16 Jul 2027	**£2,650.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.-**
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,860.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.-**
Vienna Confirmed dates	16 Aug 2027	20 Aug 2027	**£2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
London Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Vienna Confirmed dates	27 Sept 2027	1 Oct 2027	**£2,940.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,250.-**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**£3,150.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.-**
London Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,450.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,450.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.-**
Cape Town Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,890.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online