

Understanding KPIs & Performance Measurement

CeDRE International
Training Program

Program Overview

CeDRE International believes strongly in adopting practical tools and techniques that address real-life situations and challenges. The R&D team at CeDRE carries out practical analyses of relevant areas of concern in public sector policy and management.

Improving how KPIs and Performance Measures are selected and used is one example of the practical benefits gained through R&D work carried out by CeDRE.

Innovations in the use of KPIs and Performance Measurement provide workable solutions that encourage sustainable program improvements and accountability without the unwanted side effects of goal displacement and data gaming.

One of the strong points of this program is that participants have the option to design and develop KPIs & Performance Measures for their organization. Using the CeDRE approach and tools, they should be able to apply them when they return to their organizations.

Learning Outcomes

This course is designed to help produce the following preliminary outcomes:

- ◆ Improved program performance planning and management in the public sector
- ◆ Improved understanding of the usefulness of KPIs & Performance Measurement as performance management tools
- ◆ Improved ability to understand and apply KPIs and Performance Measures to the planning and manage of public sector programs and projects
- ◆ Improved ability to produce better program designs and delivery strategies
- ◆ Improved understanding and ability to design robust and defensible performance plans for programs and organizations as a whole
- ◆ Improved ability to systematically identify result areas and their key performance indicators
- ◆ Improved ability to assess and adjust KPIs to suit various evaluation designs and M&E questions
- ◆ Improved understanding of the critical policy and program decisions involved in selecting KPIs and Performance Measures
- ◆ Ability to contribute to the design, development, and use a KPIs and Performance Measures
- ◆ Improved overall decision making on key results and KPI issues for the program/organization

poor

fair

good

excellent

Course Outline

Part 1

- ◆ Using CeDRE's Performance Systems Model to identify Different Levels of KPIs for Program Planning, Monitoring, Evaluation and Accountability
- ◆ Distinguishing between KPIs for Project and Program Monitoring, Evaluation and Accountability
- ◆ Confusion between KPIs and Performance Measures of Outputs and Outcome: Practical Solution

Part 2

- ◆ Using CeDRE's M&E Planning Framework to Distinguish Clearly between Performance Indicators, Performance Measures and Performance Reports
- ◆ Pitfalls when using KPIs to report on Progress towards meeting Goals, Objectives and Targets: Practical Solutions
- ◆ Combining Qualitative & Quantitative Measures to report on KPIs, Baselines and Targets
- ◆ Reducing the Risks of Goal Displacement and Data

Who Should Attend

- ◆ Performance managers
- ◆ KPI & Evaluation planners/ managers
- ◆ Finance managers
- ◆ Program managers
- ◆ Financial controllers
- ◆ Performance auditors
- ◆ Senior managers
- ◆ Program/Department heads

Course Details

FEES

USD 1,700 per person

DATES

10-14 Nov 2025

VENUE

In-person Classroom Sessions

METHODOLOGY

- ◆ Action learning program
- ◆ Substantive participatory sharing/learning
- ◆ Case studies
- ◆ Hands-on development, design and application work.



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Contact Us

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