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MANAGEMENT CONCEPTS
Asia Pacific

Raising Performance with KPIs for Public Sector Leaders

by DAVID PARMENTER

RM1300 (USD\$400) ~ Public Sector
RM1700 (USD\$500) ~ GLC's & Private Sector

01 April 2010 | 9.00am ~ 5.30pm
MELAKA INTERNATIONAL TRADE CENTER {M.I.T.C}

Opening Ceremony

YAB Datuk Seri Utama
Mohd. Najib bin Tun Haji
Abdul Razak
Prime Minister of Malaysia

Closing Ceremony

YAB Datuk Seri Hj Mohd Ali
bin Rustam
Chief Minister of Melaka

Why should you attend?

The Prime Minister has established the vision which inspires this seminar. This seminar presents a timely and unique opportunity to gain valuable insights from a leading international KPI expert on how the development and implementation of winning KPIs as well as how to manage ongoing performance improvement through these KPIs and leave a lasting legacy in your organisation.



'people first performance now'

FREE COPY of David
Parmenter's book (Key
Performance Indicators -
Developing, Implementing, and
Using Winning KPIs) worth
RM178.90(USD\$53)!!

A rebate of RM100 {USD\$30}
for a group discount of 4 pax &
above.

Closing date of registration
22nd March 2010

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Opening Ceremony/

YAB Dato' Seri Mohd. Najib bin Tun Haji Abdul Razak
Prime Minister of Malaysia

KRA's, along with key performance indicators {KPIs}, would be Malaysia's "new administration method" said our Honorable Prime Minister. This fresh approach was aimed at bringing more success and achievements to the country so that it could meet targets that have been set for the people.

"These two methods would help us achieve our ultimate goals, whether it is for Malaysia to be a developed, first-world or high-income nation"



Closing Ceremony/

YAB Datuk Seri Mohd Ali bin Mohd Rustam
Chief Minister of Melaka

On behalf of the Melaka State Government, I wish Selamat Detang and a very warm welcome to all the participants, delegates and their families to this beautiful historic state of melaka. The state Government have measured it's development since we are working to be a fully developed state in the year 2010. With all 32 organisations for Economic Co-operation and Development {OECD} indicators at more than 85% level, The state Government is confident to be fully developed State that will be announced in October 2010



David Parmenter/

Writer, Speaker, Facilitator
Helping organisations measure, report and improve performance
www.davidparmenter.com

David is an international presenter who is known for his thought provoking and lively sessions, which have led to substantial change in many organisations. He is a leading expert in the development of winning KPIs, replacing the annual planning process with quarterly rolling planning, quick month end process and converting reporting to a decision based tool. Parmenter's work on KPIs is recognized internationally as a breakthrough in understanding how to make performance measures work. He has delivered workshops to thousands of attendees in many cities around the world including Sydney, Melbourne, Theran, Johannesburg, London and Parque. He had spent 10 years researching extensively into why KPIs do not work in most organizations. He has speaking engagements in Asia and Europe. David's book "Key Performance Indicators – developing, implementing and using winning KPIs" reached number 1 for performance management books on Amazon and is on its way to becoming a best seller. Participants at his speaking engagements and seminars are a who's who of European, Asian and Australasian public and private sector organizations. David is a fellow of the Institute of Chartered Accountants in England and Wales.

.....
"The general consensus was that this was one of the most worthwhile professional development seminars that any of us had attended in quite a while. David's passion for all the subjects covered came across throughout the day, and was backed up by the substance of the subject matter expertise and practical experience. The friendly, interactive nature was a big plus."

~ Planning and Analysis Manager

71% confirmed that their performance measures were not KPIs and 28% said they were struggling with over 50KPIs

-Bettermanagement.com,
USA April 2007 webcast

"Our current practices and negativity were continually challenged and our minds were opened to believing that what seems impossible now is in fact possible. The training had a very practical and participatory feel. We walked out of the training with open minds, a practical plan and dedication to implementing the process improvement."

~ Financial Controller

"Very inspiring & motivating speaker who offers some revolutionary ideas... could not believe how relevant the content was."

~ Senior Management Analyst,

Agenda / 01 April 2010

7.00 - 8.00am	Registration and Breakfast
8.00-9.00am	Opening Ceremony by Prime Minister of Malaysia
9.10-10.10am	The new thinking on key performance indicators KPI stories / The difference between the 4 types of performance measures / The characteristics of a winning KPIs - two stories / The 10,80,10 rule for performance measures / Critical success factors, the vital building block / A case study on success factors / Presenting KPIs in a decision-based way, daily, weekly, monthly / Learning objective: Identifying the right KPIs – guidelines for establishing the right KPIs.
10.10-10.30am	Commence Workshop #1 Revisiting existing performance measures / Discuss in groups of four attendees three of your KPIs and evaluate whether they pass the KPI test. If not what type of performance measure are they?
10.30-11.00am	Refreshment & Networking Break
11.00 -12.00pm	How to develop and use winning KPIs: the 12-step model / The four foundation stones of a KPI project. Outline each implementation step. Outline the supporting detail David Parmenter's book (questionnaires, team worksheets and checklists). The reduced 8 step process for smaller organisations Learning objective: Providing an opportunity for participants to assess the immediate steps to assist in the implementation of their KPI project
12.00-12.20pm	How you brainstorm performance measures from a critical success factor
12.20-12.40pm	Commence Workshop #2 Wording the success factors / Discuss in groups of four attendees the wording of three success factors from the handout that might be important to your organisations. Take care to get the wording right.
12.40 -1.40pm	Luncheon
1.40 -2.00pm	Commence Workshop #3 Mapping the success factors to find the critical success factors . In groups of four attendees using the case study material map the relationships between the success factors assigned to your group.
2.00-2.30pm	Important performance measures relevant to Government agencies
2.00-3.00pm	Question and answer session / On content so far and advice on particular problems. Attendees will be asked to submit questions on supplied question pads to ensure all participants are given opportunities to ask questions freely.
3.00-3.30pm	Refreshments and Networking session
3.30-4.10pm	The road ahead / Using KPIs to manage ongoing performance improvement on a daily /weekly basis Marketing strategies to promote KPI development to the SMT The 12 pitfalls of KPI implementation Future proofing the KPIs / Learning objectives: how to use the KPIs to manage ongoing performance improvement once the KPIs are imbedded in the organisation advice and guidance on how to keep the KPIs in step with the effects of change
4.10-4.40pm	Further question and answer session / Implementation issues & Advice on particular problems. Attendees will be asked to submit questions on supplied question pads to ensure all participants are given opportunities to ask questions freely.
4.40-5.30pm	Closing Ceremony by Chief Minister of Melaka

Who should attend?/

This seminar is suitable for all senior civil service personnel who have responsibility for implementing the Prime Minister's KPI initiative. This seminar will be of particular benefit to:

- * DG's, DDG's and Heads of Department.
- * Human Resources Manager responsible for organization-wide performance measurement
- * CFOs and reporting accountants responsible for reporting performance measurement on a regular basis.
- * CEOs and General Managers of GLC's who are dissatisfied with performance measurement in their organization and wish to scope out a complete revisit in performance measurement.
- * Management who have been assigned the task to improve performance measurement in their organization.

Capitalise on expert knowledge to gain valuable knowledge on these/

- * IDENTIFYING the right KPIs ~ guidelines for establishing which KPIs will underpin the success / effectiveness of your organisation.
- * IMPLEMENTATION ~ providing the tools so participants can ensure their implementation of KPIs is on track
- * MEASURING AND MANAGING PERFORMANCE WITH KPIs ~ how to use the embedded KPIs to effect ongoing performance improvement. Futureproofing the KPIs – how to keep the KPIs aligned with organisational and environmental change.

History of Melaka/

Melaka is known as a historically rich state and is recognised as one which epitomised the spirit of a nation, forged through the crucible of a tumultuous and intricate history. Melaka was founded by Parameswara (or Raja Iskandar) the last Malay ruler of Temasik (ancient Singapore) in 1396 when he and his followers retreated up the straits to Muar, then to Sungai Ujung before settling at Bertam near the estuary of Melaka River. Finding the place is of strategic location, he decided to make a permanent settlement there, naming it “Melaka” after the name of the tree he leaned against.

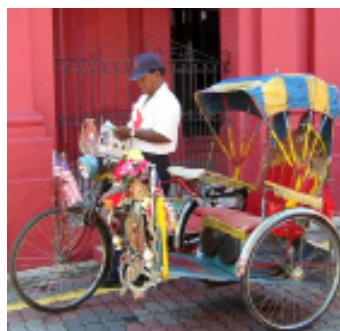
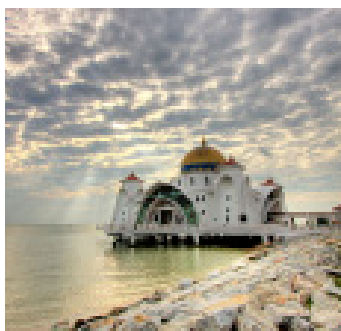
The Melaka Sultanate occupies a special position in the history of Malaysia. Its inauguration marked the beginning of the emergence of a new Malay empire. The birthplace of the Malay Sultanates and Malaysia’s historic city, Melaka provided the stage on which the Portuguese, Dutch and English played out their roles in shaping history.

Melaka emerged as a strong maritime trading state under the industrious Parameswara and his chiefs. Melaka also began to be noticed by Muslim traders from West Asia and India, who until that period, had been concentrating their activities in Aru, Pedir and Pasai en-route to the East, especially China. Because of its strategic location straddling the Straits of Melaka, it thrived as a port-of-call and a centre of entrepot trade with ships and merchants from China, Japan, India, Arab and South Africa.

In 1511, it fell to the hands of the Portuguese, followed by the Dutch in 1641 after a fierce battle. In 1795, Melaka was given to the British to prevent it falling to the French when the Netherlands was captured during the Napoleonic Wars. It was returned to the Dutch in 1818 under the treaty of Vienna but was later exchanged by the British for Bangkahulu, Sumatra. From 1826 onwards, the British East India Company along with Singapore and Penang governed it, under the Straits Settlement administration in Calcutta.

The Dutch, who held Melaka for over a century, left many fine buildings marking their heritage. The most imposing relic of the Dutch period is the Stadthuys, a strikingly pink town hall which is today the oldest Dutch building in the Far East. Right next to it stands the bright red Christ Church, constructed with pink bricks imported from Holland and covered with local red lacerite. Today, these buildings together with the ruins of the Portuguese built A Famosa and St. Paul’s Church are the most prominent reminders of the Europeans’ presence in Melaka.

After World War II, anti-colonial sentiment bred in the country among the nationalists, the result of which was the proclamation of Independence by Tunku Abdul Rahman Putra, Malaysia’s first Prime Minister, at the Padang Pahlawan (Warrior’s Field) at Bandar Hilir, Melaka on 20 February 1956.



Suggested Melaka Hotels/

no.	hotel	room rate	contact
01.	Equatorial	standard room RM180 220 net	06~2828338 {Mrs Salibiah}
02.	Renaissance	standard room RM247.25*	06~2848888 {Miss Carol}
03.	Mahoka	standard room RM140 superior room RM125	06~2812828 {Mrs Norlida}
04.	Holiday Inn	standard room RM230* / 250**	06~2859000 {Miss Nani}
05.	Sri Malaysia	standard room RM110*	06~2328460 {Miss Awin}
06.	Puteri resort	standard room RM172.50**	06~2323333 {Miss Shinken}
07.	MITC Ancasa	standard room RM115* / 135**	06~2317808 {Miss Rafiah}
08.	Hotel Permaisuri	standard room RM145*	06~2317808 {Miss Rafiah}

{*with one breakfast / **with two breakfast }

Enrolment/

Please print or type details clearly and fax to +606~337 1171 or +603~78065675 {Tel: +603~78801412}

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01 April 2010 | 9.00am - 5.30pm | { M.I.T.C } Melaka International Trade Center

Company Details/

COMPANY:

Address:

Phone:

Facsimile:

Participant details/

PARTICIPANT.01

Name:

Designations:

Contact No:

Email Address:

PARTICIPANT.02

Name:

Designations:

Contact No:

Email Address:

PARTICIPANT.03

Name:

Designations:

Contact No:

Email Address:

PARTICIPANT.04

Name:

Designations:

Contact No:

Email Address:

Authorization/

Name Of Authorized Person:

Designation:

Contact No:

Date / Signature / Company Stamp:

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