

# Curriculum Overview

- Metrics and Process Management
- 



P.O. Box 215, Belmont, MI, 49306-0215  
tel: 616.881.2488  
email: [pdl@thePDLab.com](mailto:pdl@thePDLab.com)  
web: [www.thepdlab.com](http://www.thepdlab.com)

<b>Course Title</b>	Metrics and Process Management	<b>Acronym</b>	MPM
<b>Course Description</b>			
<p>This workshop is designed to provide participants with a practical and time-tested methodology and toolset for creating and implementing a successful measurement and management system. Starting with a review of the many things that can go wrong in creating metrics, dashboards and the other popular artifacts of the measurement industry, we share our hard-earned knowledge of how to design metrics that measure what they're supposed to, link process performance to organizational goals, and provide useful information for guiding executive decision-making, troubleshooting and continuous improvement. They we show how to create a well-defined process management system in which the metrics operate as a continuous window on organizational performance at all levels and enable managers to make coherent, quick and effective decisions. Participants are given opportunities to apply the templates and tools to case examples and to their own organizations.</p>			
<b>Course Length</b>		1 and 2 day versions available	
<b>Course Outline</b>			
<ul style="list-style-type: none"> <li>• An overview of the various Measurement/Management Strategies and approaches</li> <li>• Principles &amp; Models of Measurement and Management</li> <li>• How to Build a Process-Based Measurement System</li> <li>• How to Integrate the Measurement System into the Management System</li> <li>• Pitfalls of metrics and process management efforts</li> </ul>			
<b>Course Objectives</b>			
<ul style="list-style-type: none"> <li>• Apply the PDL measurement and management hierarchy to defining an organizational metrics system</li> <li>• Design sound metrics in a process context</li> <li>• Define an effective process management system</li> <li>• Link performance planning to performance management</li> <li>• Define and select the key components of a measurement and management system</li> </ul>			
<b>Who Should Attend</b>			
<p>This course is designed for individuals who have been assigned to develop process management systems and process metrics in their organizations.</p>			