THE KPI INSTITUTE
Celebrating 10 Years of PERFORMANCE
AU: +61 3 9028 2223 • MY: +60 3 2742 1357
RO: +40 3 6942 6935 • UAE: +971 4 311 6556
www.kpiinstitute.org • office@kpiinstitute.org

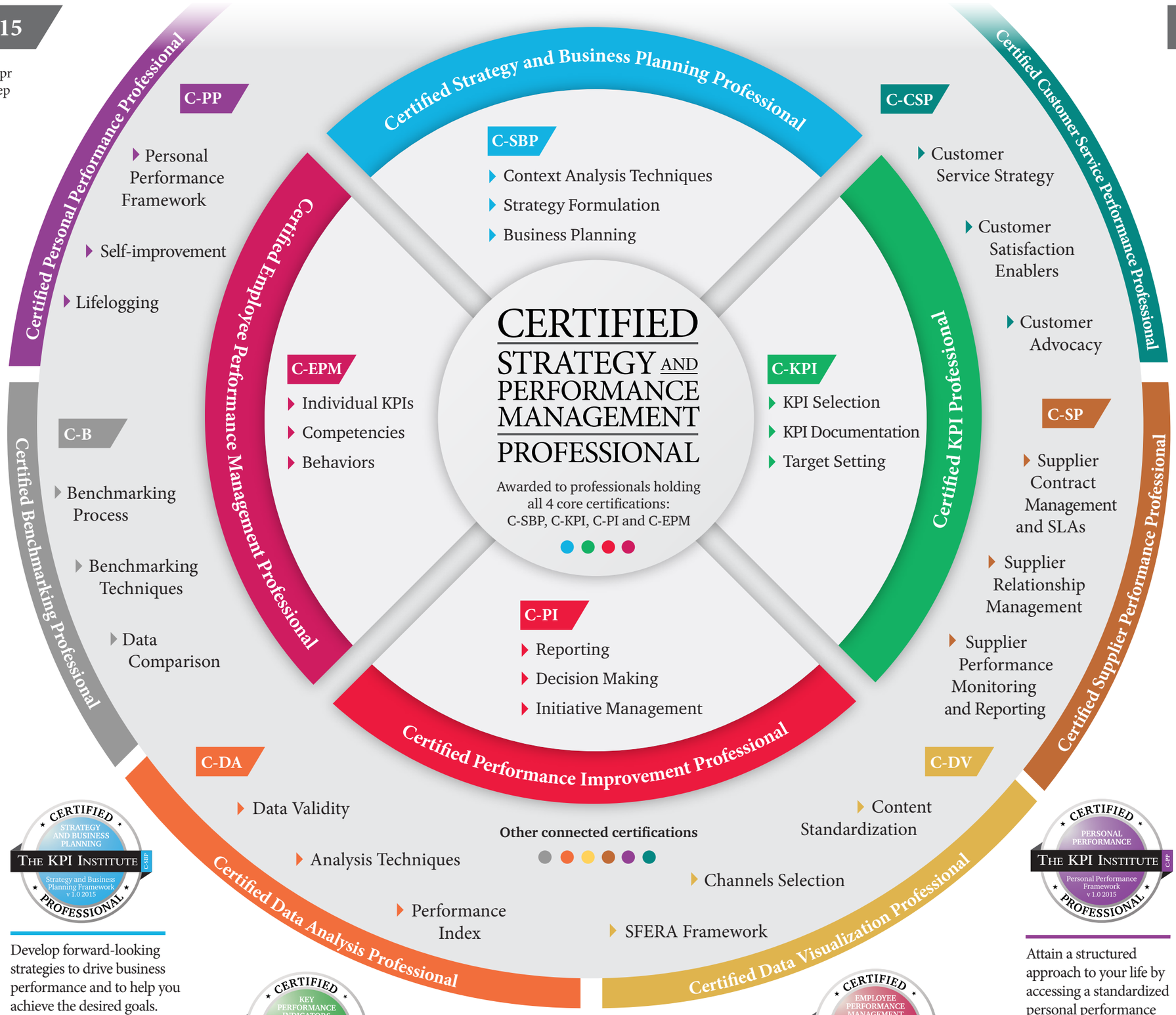
PROFESSIONAL CERTIFICATION PROGRAMS 2015

For more details visit www.store.kpiinstitute.org



Courses by city in 2015

Abu Dhabi • C-KPIP • 29 Mar - 2 Apr
Abu Dhabi • C-KPIP • 30 Aug - 3 Sep
Abu Dhabi • C-PI • 25 - 27 Oct
Abu Dhabi • C-EPM • 8 - 10 Nov
Bangkok • C-KPI • 6 - 8 Jul
Boston • C-KPI • 5 - 7 Oct
Cairo • C-KPI • 3 - 5 May
Cape Town • C-KPI • 16 - 18 Nov
Casablanca • C-KPI • 26 - 28 Oct
Doha • C-KPIP • 26 - 30 Apr
Doha • C-SBP • 31 Aug - 4 Sep
Doha • C-KPIP • 13 - 17 Sep
Doha • C-EPM • 4 - 6 Oct
Doha • C-DV • 11 - 13 Oct
Doha • C-DA • 18 - 20 Oct
Doha • C-SP • 8 - 10 Nov
Doha • C-CSP • 8 - 10 Nov
Doha • C-PI • 15 - 17 Nov
Doha • C-B • 22 - 24 Nov
Doha • C-PP • 22 - 24 Nov
Dubai • C-KPIP • 22 - 26 Feb
Dubai • C-PI • 1 - 3 Mar
Dubai • C-SBP • 5 - 9 Apr
Dubai • C-EPM • 19 - 21 Apr
Dubai • C-DV • 28 - 30 Apr
Dubai • C-DA • 3 - 5 May
Dubai • C-SP • 10 - 12 May
Dubai • C-CSP • 10 - 12 May
Dubai • C-B • 24 - 26 May
Dubai • C-PP • 24 - 26 May
Dubai • C-KPIP • 31 May - 4 Jun
Dubai • C-PI • 7 - 9 Jun
Dubai • C-EPM • 6 - 8 Sep
Dubai • C-SBP • 13 - 17 Sep
Dubai • C-DA • 29 Sep - 1 Oct
Dubai • C-DV • 4 - 6 Oct
Dubai • C-KPIP • 18 - 22 Oct
Dubai • C-SP • 1 - 3 Nov
Dubai • C-CSP • 1 - 3 Nov
Dubai • C-B • 15 - 17 Nov
Dubai • C-PP • 15 - 17 Nov
Dubai • C-SBP • 22 - 26 Nov
Dubai • C-KPIP • 6 - 10 Dec
Dubai • C-PI • 13 - 15 Dec
Hong Kong • C-KPI • 9 - 11 Sep
Istanbul • C-KPIP • 23 - 27 Mar
Istanbul • C-SBP • 13 - 17 Apr
Istanbul • C-EPM • 15 - 17 Apr
Istanbul • C-PI • 30 Mar - 1 Apr
Istanbul • C-DV • 4 - 6 May
Istanbul • C-DA • 11 - 13 May
Istanbul • C-SP • 13 - 15 May
Istanbul • C-CSP • 13 - 15 May
Istanbul • C-B • 27 - 29 May
Istanbul • C-PP • 27 - 29 May
Jakarta • C-KPI • 13 - 15 May
Jeddah • C-KPIP • 17 - 21 May
Jeddah • C-SBP • 31 May - 4 Jun
Jeddah • C-KPIP • 13 - 17 Sep
Jeddah • C-KPIP • 25 - 29 Oct
Kuala Lumpur • C-KPI • 15 - 17 Apr
Kuala Lumpur • C-DV • 22 - 24 Apr
Kuala Lumpur • C-DA • 27 - 29 Apr
Kuala Lumpur • C-SP • 6 - 8 May
Kuala Lumpur • C-CSP • 6 - 8 May
Kuala Lumpur • C-EPM • 11 - 13 May
Kuala Lumpur • C-B • 20 - 22 May
Kuala Lumpur • C-PP • 20 - 22 May
Kuala Lumpur • C-PI • 25 - 27 May
Kuala Lumpur • C-SBP • 8 - 12 Jun
Kuala Lumpur • C-KPIP • 17 - 21 Aug
Kuala Lumpur • C-PI • 24 - 26 Aug
Kuala Lumpur • C-SBP • 7 - 11 Sep
Kuala Lumpur • C-DV • 30 Sep - 2 Oct
Kuala Lumpur • C-DA • 5 - 7 Oct
Kuala Lumpur • C-SP • 28 - 30 Oct
Kuala Lumpur • C-CSP • 28 - 30 Oct
Kuala Lumpur • C-B • 11 - 13 Nov
Kuala Lumpur • C-PP • 11 - 13 Nov
Kuala Lumpur • C-EPM • 25 - 27 Nov
Kuala Lumpur • C-KPI • 7 - 9 Dec
Kuwait City • C-KPIP • 25 - 29 Oct
Lagos • C-KPI • 20 - 22 May
Lagos • C-KPI • 31 Aug - 2 Sep
London • C-KPI • 10 - 12 Aug
Manama • C-KPIP • 1 - 5 Nov
Melbourne • C-KPI • 5 - 7 May
Mexico City • C-KPI • 27 - 29 Jul
Mumbai • C-KPI • 12 - 14 Oct
Muscat • C-KPIP • 10 - 14 May
Muscat • C-KPIP • 4 - 8 Oct
Riyadh • C-KPIP • 13 - 17 Dec
Sao Paolo • C-KPI • 22 - 24 Jul
Shanghai • C-KPI • 4 - 6 Nov
Singapore • C-KPI • 15 - 17 Jun
Singapore • C-SBP • 31 Aug - 4 Sep
Singapore • C-EPM • 11 - 13 Nov
Singapore • C-B • 18 - 20 Nov
Singapore • C-KPI • 18 - 20 Nov
Singapore • C-PP • 23 - 25 Nov
Singapore • C-DV • 2 - 4 Dec
Singapore • C-DA • 7 - 9 Dec
Sydney • C-KPI • 26 - 28 Oct
Toronto • C-KPI • 4 - 6 Aug
Vienna • C-KPI • 19 - 21 Oct



CERTIFIED STRATEGY AND BUSINESS PLANNING PROFESSIONAL — THE KPI INSTITUTE — Strategy and Business Planning Framework v.1.0 2015 — C-SBP

Develop forward-looking strategies to drive business performance and to help you achieve the desired goals.

CERTIFIED KEY PERFORMANCE INDICATORS PROFESSIONAL — THE KPI INSTITUTE — Key Performance Indicators Framework v 2.0 2015 — C-KPI

Get KPIs right by learning how to implement and maintain a rigorous KPI measurement framework.

CERTIFIED PERFORMANCE IMPROVEMENT PROFESSIONAL — THE KPI INSTITUTE — Performance Improvement Framework v 1.0 2015 — C-PI

Provide a strong foundation for improved performance, by presenting a sound architecture, containing relevant tools and processes.

CERTIFIED EMPLOYEE PERFORMANCE MANAGEMENT PROFESSIONAL — THE KPI INSTITUTE — Employee Performance Management Framework v 1.0 2015 — C-EPM

Use effective tools and techniques to implement, improve and maintain a successful employee performance management system.

CERTIFIED PERSONAL PERFORMANCE PROFESSIONAL — THE KPI INSTITUTE — Personal Performance Framework v 1.0 2015 — C-PP

Attain a structured approach to your life by accessing a standardized personal performance framework.

CERTIFIED BENCHMARKING PROFESSIONAL — THE KPI INSTITUTE — Benchmarking Framework v 1.0 2015 — C-B

Drive superior business performance by embracing benchmarking methodologies.

CERTIFIED DATA ANALYSIS PROFESSIONAL — THE KPI INSTITUTE — Data Analysis Framework v 1.0 2015 — C-DA

Learn how to effectively collect, analyze and interpret data for making better business decisions.

CERTIFIED DATA VISUALIZATION PROFESSIONAL — THE KPI INSTITUTE — Data Visualization Framework v 1.0 2015 — C-DV

Learn how to increase reporting efficiency with the best visual representation of your data.

CERTIFIED CUSTOMER SERVICE PERFORMANCE PROFESSIONAL — THE KPI INSTITUTE — Customer Service Performance Framework v 1.0 2015 — C-CSP

Maximize your customer's satisfaction by implementing a Customer Service Performance Management architecture.

CERTIFIED SUPPLIER PERFORMANCE PROFESSIONAL — THE KPI INSTITUTE — Supplier Performance Framework v 1.0 2015 — C-CSP

Maximize the benefits of the relationship with your suppliers by effectively implementing a common performance management system.

Courses by date in 2015

22 - 26 Feb • C-KPIP • Dubai
1 - 3 Mar • C-PI • Dubai
23 - 27 Mar • C-KPIP • Istanbul
29 Mar - 2 Apr • C-KPIP • Abu Dhabi
30 Mar - 1 Apr • C-PI • Istanbul
5 - 9 Apr • C-SBP • Dubai
13 - 17 Apr • C-SBP • Istanbul
15 - 17 Apr • C-EPM • Istanbul
15 - 17 Apr • C-KPI • Kuala Lumpur
19 - 21 Apr • C-EPM • Dubai
22 - 24 Apr • C-DV • Kuala Lumpur
26 - 30 Apr • C-KPIP • Doha
27 - 29 Apr • C-DA • Kuala Lumpur
28 - 30 Apr • C-DV • Dubai
3 - 5 May • C-DA • Dubai
3 - 5 May • C-KPI • Cairo
4 - 6 May • C-DV • Istanbul
5 - 7 May • C-KPI • Melbourne
6 - 8 May • C-SP • Kuala Lumpur
6 - 8 May • C-CSP • Kuala Lumpur
10 - 12 May • C-SP • Dubai
10 - 12 May • C-CSP • Dubai
10 - 14 May • C-KPIP • Muscat
11 - 13 May • C-EPM • Kuala Lumpur
11 - 13 May • C-DA • Istanbul
13 - 15 May • C-SP • Istanbul
13 - 15 May • C-CSP • Istanbul
13 - 15 May • C-KPI • Jakarta
17 - 21 May • C-KPIP • Jeddah
20 - 22 May • C-KPI • Lagos
20 - 22 May • C-B • Kuala Lumpur
20 - 22 May • C-PP • Kuala Lumpur
24 - 26 May • C-B • Dubai
24 - 26 May • C-PP • Dubai
25 - 27 May • C-PI • Kuala Lumpur
27 - 29 May • C-B • Istanbul
27 - 29 May • C-PP • Istanbul
31 May - 4 Jun • C-SBP • Jeddah
31 May - 4 Jun • C-KPIP • Dubai
7 - 9 Jun • C-PI • Dubai
8 - 12 Jun • C-SBP • Kuala Lumpur
15 - 17 Jun • C-KPI • Singapore
6 - 8 Jul • C-KPI • Bangkok
22 - 24 Jul • C-KPI • Sao Paolo
27 - 29 Jul • C-KPI • Mexico City
4 - 6 Aug • C-KPI • Toronto
10 - 12 Aug • C-KPI • London
17 - 21 Aug • C-KPIP • Kuala Lumpur
24 - 26 Aug • C-PI • Kuala Lumpur
30 Aug - 3 Sep • C-KPIP • Abu Dhabi
31 Aug - 4 Sep • C-SBP • Doha
31 Aug - 2 Sep • C-KPI • Lagos
31 Aug - 4 Sep • C-SBP • Singapore
6 - 8 Sep • C-EPM • Dubai
7 - 11 Sep • C-SBP • Kuala Lumpur
9 - 11 Sep • C-KPI • Hong Kong
13 - 17 Sep • C-KPIP • Jeddah
13 - 17 Sep • C-KPIP • Doha
13 - 17 Sep • C-SBP • Dubai
29 Sep - 1 Oct • C-DA • Dubai
30 Sep - 2 Oct • C-DV • Kuala Lumpur
4 - 6 Oct • C-DV • Dubai
4 - 6 Oct • C-EPM • Doha
4 - 8 Oct • C-KPIP • Muscat
5 - 7 Oct • C-KPI • Boston
5 - 7 Oct • C-DA • Kuala Lumpur
11 - 13 Oct • C-DV • Doha
12 - 14 Oct • C-KPI • Mumbai
18 - 22 Oct • C-KPIP • Dubai
18 - 20 Oct • C-DA • Doha
19 - 21 Oct • C-KPI • Vienna
25 - 27 Oct • C-PI • Abu Dhabi
25 - 29 Oct • C-KPIP • Kuwait City
25 - 29 Oct • C-KPIP • Jeddah
26 - 28 Oct • C-KPI • Casablanca
26 - 28 Oct • C-KPI • Sydney
28 - 30 Oct • C-SP • Kuala Lumpur
28 - 30 Oct • C-CSP • Kuala Lumpur
1 - 3 Nov • C-SP • Dubai
1 - 3 Nov • C-CSP • Dubai
1 - 5 Nov • C-KPIP • Manama
4 - 6 Nov • C-KPI • Shanghai
8 - 10 Nov • C-SP • Doha
8 - 10 Nov • C-CSP • Doha
8 - 10 Nov • C-EPM • Abu Dhabi
11 - 13 Nov • C-EPM • Singapore
11 - 13 Nov • C-B • Kuala Lumpur
11 - 13 Nov • C-PP • Kuala Lumpur
15 - 17 Nov • C-PP • Dubai
15 - 17 Nov • C-B • Dubai
15 - 17 Nov • C-PI • Doha
16 - 18 Nov • C-KPI • Cape Town
18 - 20 Nov • C-B • Singapore
18 - 20 Nov • C-KPI • Singapore
22 - 26 Nov • C-SBP • Dubai
22 - 24 Nov • C-B • Doha
22 - 24 Nov • C-PP • Doha
23 - 25 Nov • C-PP • Singapore
25 - 27 Nov • C-EPM • Kuala Lumpur
2 - 4 Dec • C-DV • Singapore
6 - 10 Dec • C-KPIP • Dubai
7 - 9 Dec • C-KPI • Kuala Lumpur
7 - 9 Dec • C-DA • Singapore
13 - 15 Dec • C-PI • Dubai
13 - 17 Dec • C-KPIP • Riyadh

Scheduled Courses in 2015

CERTIFICATION TRAINING COURSES IN 25 COUNTRIES

Africa	Americas	Asia Pacific	Europe	Middle East
Morocco	Brazil	Australia	Austria	Bahrain
Nigeria	Canada	China	Romania	Egypt
South Africa	Mexico	India	UK	Kuwait
	USA	Indonesia		Oman
		Malaysia		Qatar
		Singapore		Saudi Arabia
		Thailand		Turkey
				UAE



Changes to the published calendar may occur. For the most up to date course calendar access www.store.kpiinsitute.org

ORGANIZATION

2004 Year of establishment

25 # Certified trainers

4 # Offices around the globe. Australia, Malaysia, Romania, United Arab Emirates.

RESEARCH

28,000 # Organizations assisted through smartKPIs.com

20,475 # KPI examples published on smartKPIs.com

11 # Years spent on researching performance best practice

EDUCATION

4,432 # Training hours delivered

3,400 # Professionals trained

614 # Client organizations

554 # Training days delivered

228 # Education programs delivered

115 # Open training courses delivered

113 # In-house training courses delivered

24 # Countries where we delivered educational programs

5 # Continents on which we delivered training