The KPI Institute

Celebrating 10 Years of PERFORMANCE

KPI Performance Essentials Course

Hardware Catalogue

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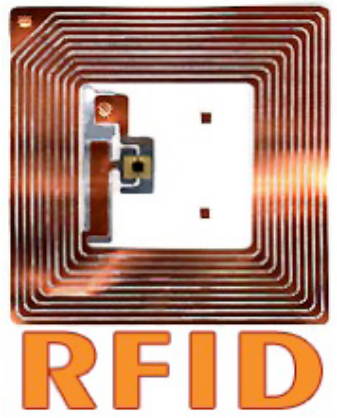





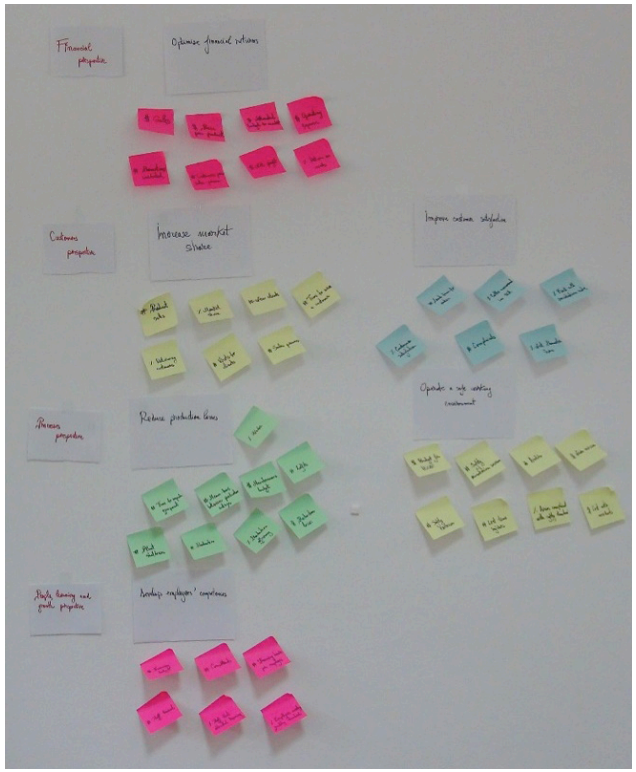



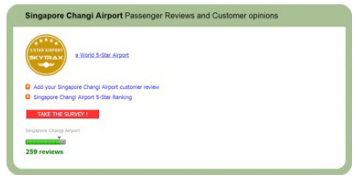

Flipcharts

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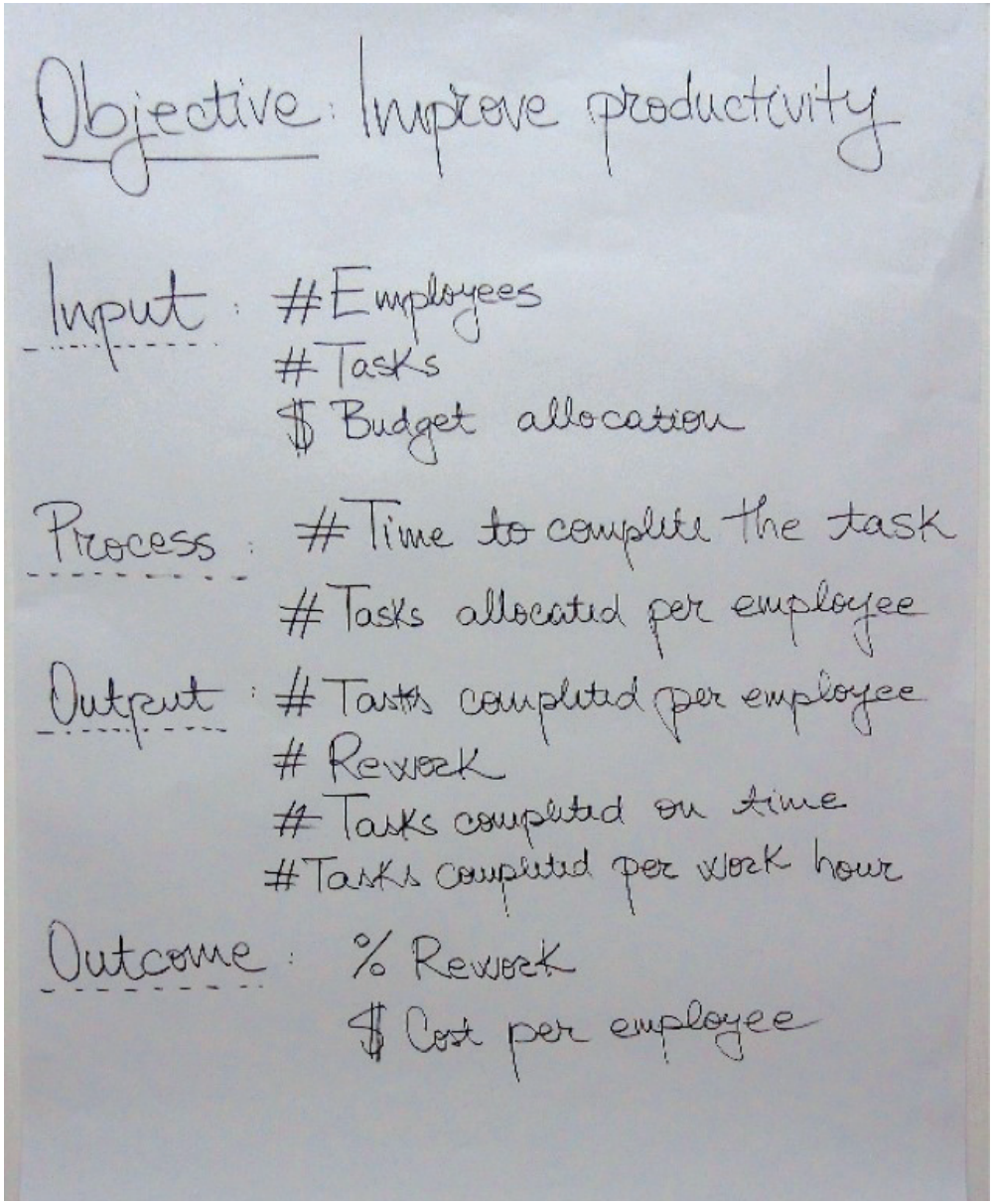
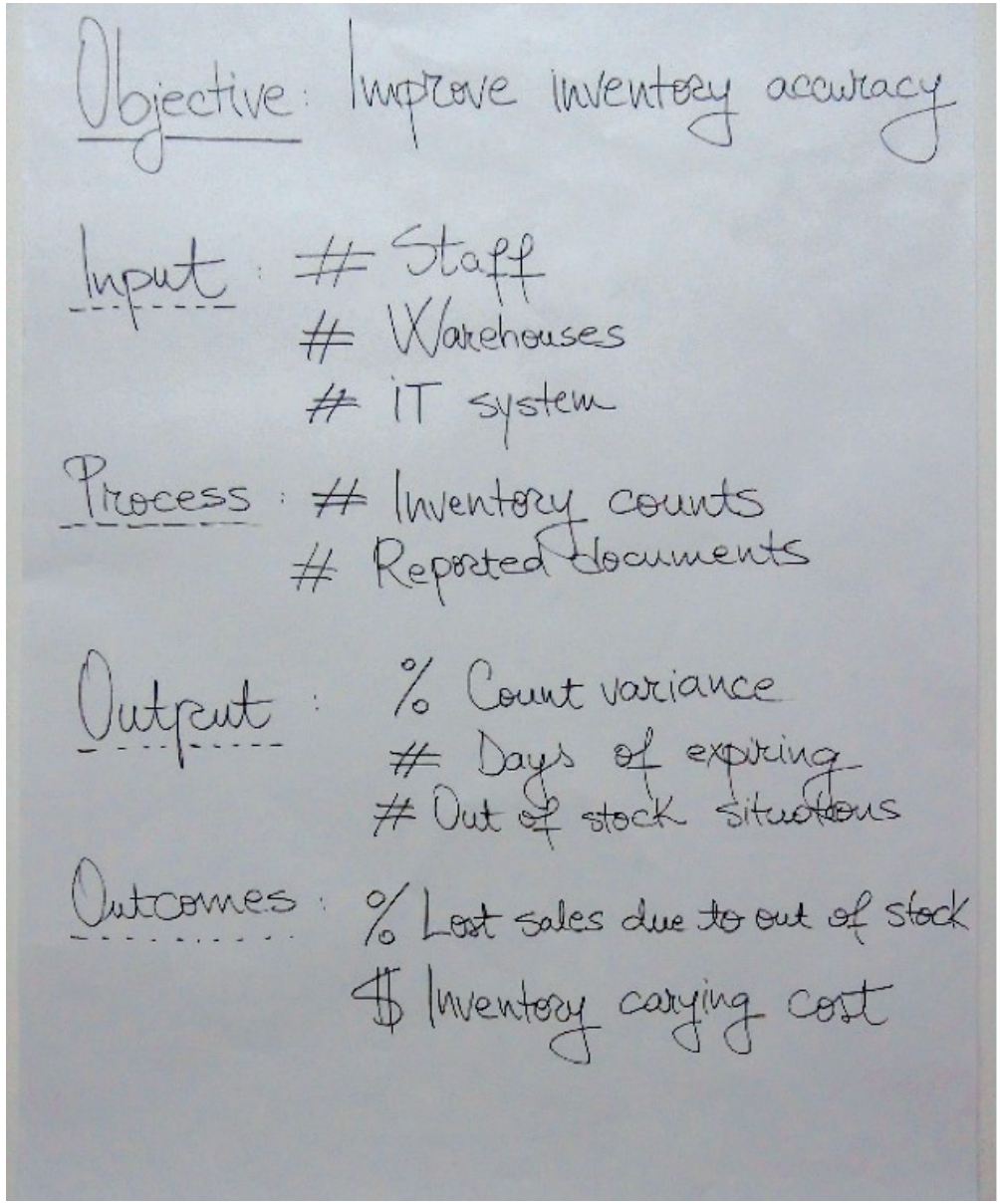
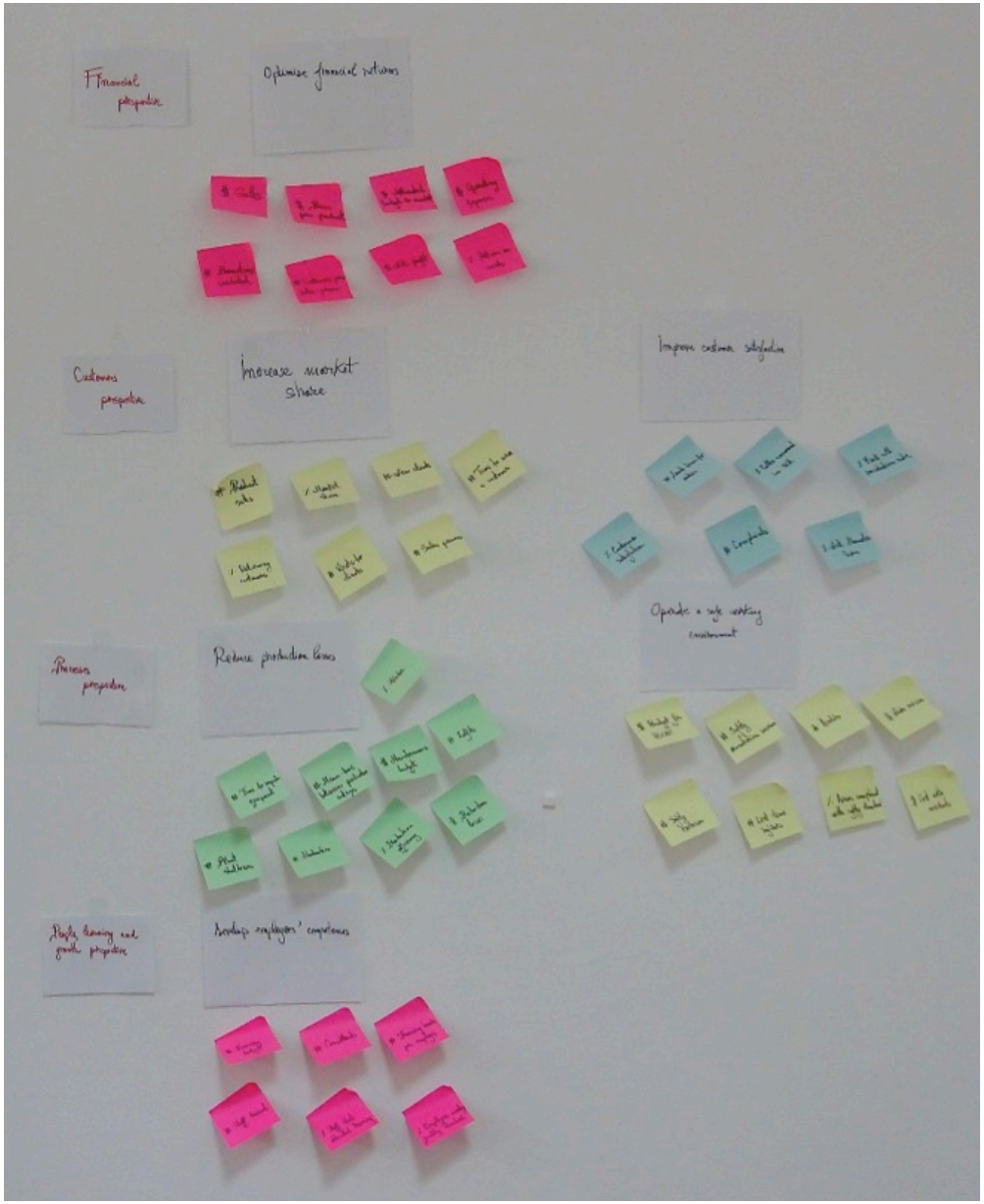




Source: The KPI Institute (2014), Certified KPI Professional training course

Post-it notes





Source: The KPI Institute (2014), KPI selection workshop

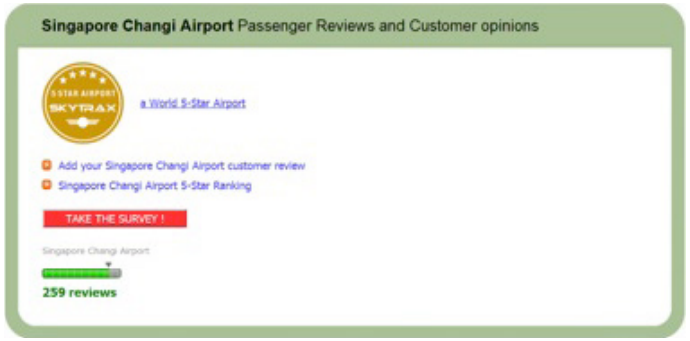
Kiosks



Source: http://www.salespodder.com/wp-content/uploads/2012/07/sin-changi-airport.jpg

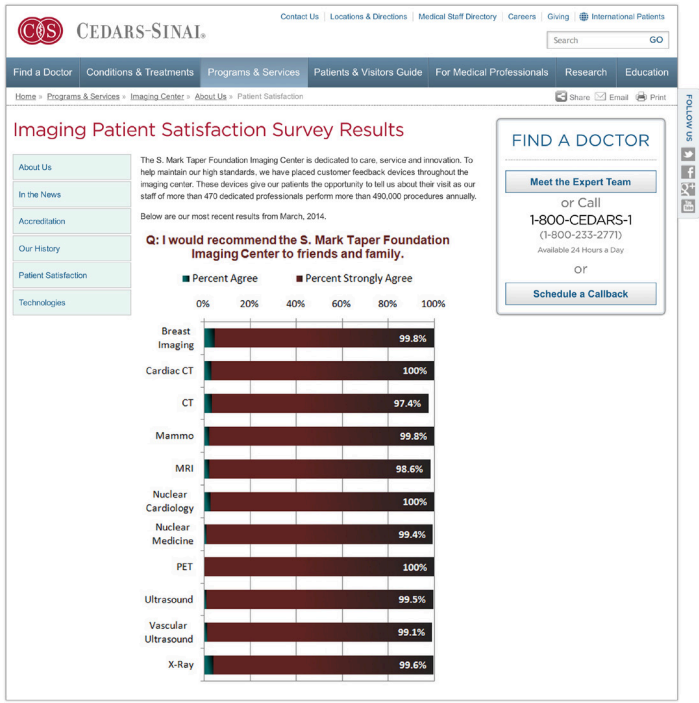


Source: http://www.enidhi.net/2012/07/unique-facilities-at-changi-airport.html



Source: http://www.airlinequality.com/Airports/Airport_forum/sin.htm



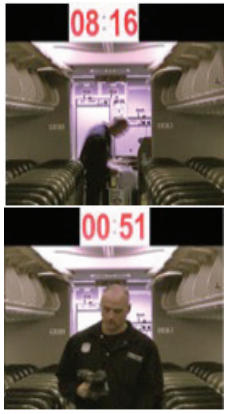


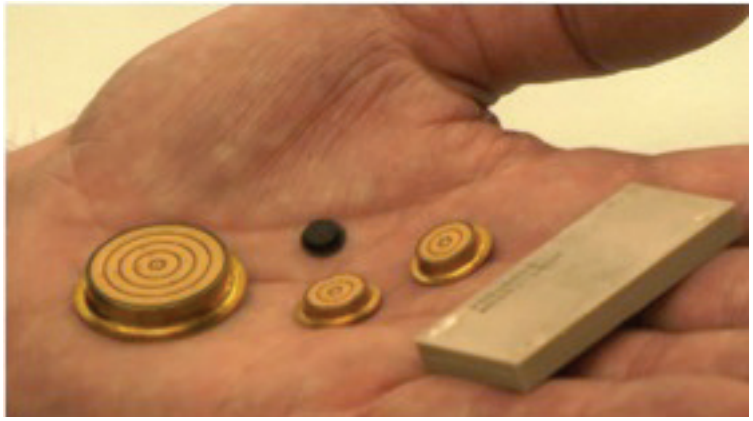
Source: http://www.cedars-sinai.edu/Patients/Programs-and-Services/Imaging-Center/About-Us/Imaging-Patient-Satisfaction-Survey-Results.aspx

Radio Frequency Identification (RFID)

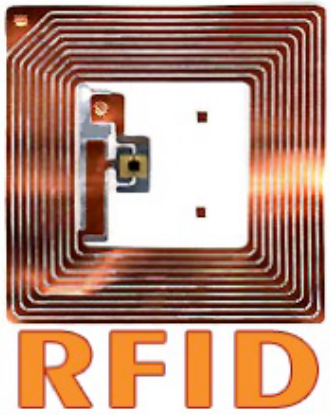


Source: http://www.amberstonetechnology.co.uk/public/images/RFID_Scanner.jpg





Source: http://www.boeing.com/Features/2011/05/bca_radio_frequency_05_17_11.html



Source: http://www.defenseindustrydaily.com/RFID-Technology-Keeping-Track-of-DoDs-Stuff-05816/



Source: http://www.flatorb.com/rfid-inventory-warehouse/

Surveys

15th
HR Shared Services
& Outsourcing Summit™

15th HR Shared Services & Outsourcing Summit
May 19th-21st, 2014 – Chicago, IL

EVALUATION FORM

The conference speakers and the IQPC team would be very grateful for your feedback on this event to ensure that we continually improve our service.

Please describe your event highlight in one or two sentences:

May we use **your comments** for future literature? **Yes** ☐ **No** ☐

Overall, how satisfied were you with the event?

☐ **Extremely Satisfied** ☐ **Satisfied** ☐ **Neutral** ☐ **Dissatisfied** ☐ **Extremely Dissatisfied**

Would you recommend the event to a colleague? ☐ **Yes** ☐ **No**

How likely will you be to attend next year's event?

☐ **Definitely** ☐ **Most Likely** ☐ **Maybe** ☐ **Probably Not** ☐ **Definitely Not**

Which **speakers** most attracted you attend to this conference?

a)	c)
b)	d)

Which **topics** most attracted you to this conference, and why?

a)
b)

Please rate each session that you attended. IQPC and our Speakers appreciate specific comments on individual presentations.

5 = Excellent 4 = Very Good 3 = Good 2 = Average 1 = Poor

Main Summit Day 1:											
Speakers	Content					Presentation					Comments/Remarks
Kelvin Lovely & Karen E. Francks	5	4	3	2	1	5	4	3	2	1	
Diaa Mohamed & Marylene Henry	5	4	3	2	1	5	4	3	2	1	
Scott Manning	5	4	3	2	1	5	4	3	2	1	

Source: IQPC (2014), 15th HR Metrics Summit Evaluation Form

PAUL

MAISON DE QUALITÉ
FONDÉE EN 1889

We welcome your feedback

Date of visit : _____

Branch name : _____

Are you a:

☐ Resident ☐ Tourist ☐ Business traveler

How often do you visit PAUL ?

☐ First time ☐ Weekly ☐ Monthly ☐ Occasionally

What do you think of the:	Delightful	Good	Average	Unsatisfactory
Greeting & Seating	☐	☐	☐	☐
Food selection	☐	☐	☐	☐
Beverage selection	☐	☐	☐	☐
Waiter's knowledge	☐	☐	☐	☐
Speed of your order being served	☐	☐	☐	☐
Food Quality	☐	☐	☐	☐
Value for Money	☐	☐	☐	☐
Atmosphere	☐	☐	☐	☐
Service	☐	☐	☐	☐

Did your waiter suggest or recommend any items to you?

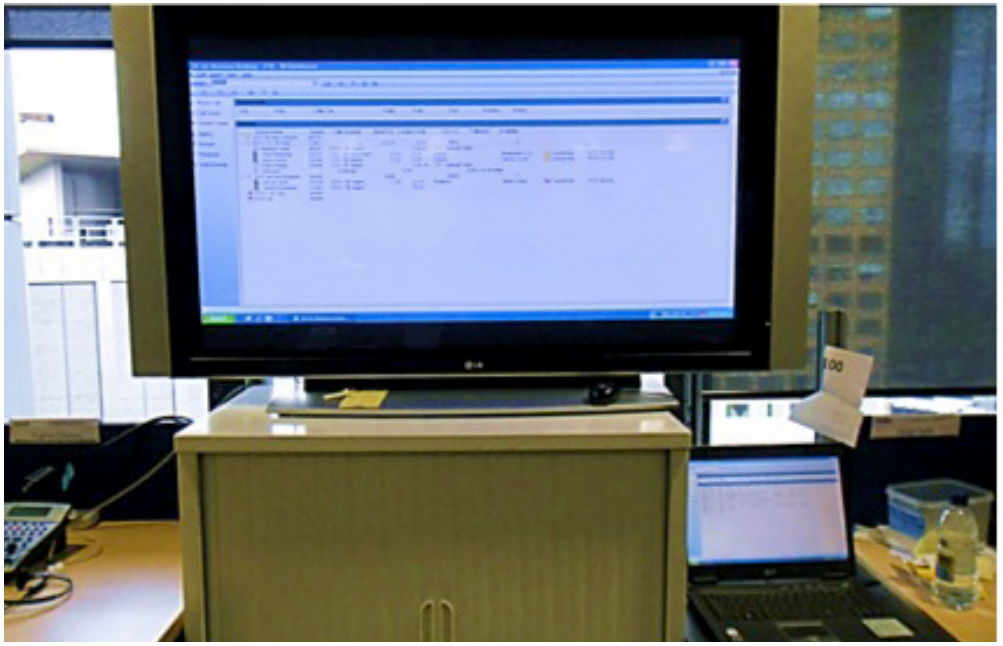
☐ Yes ☐ No

Source: PAUL (2013), Customer satisfaction survey

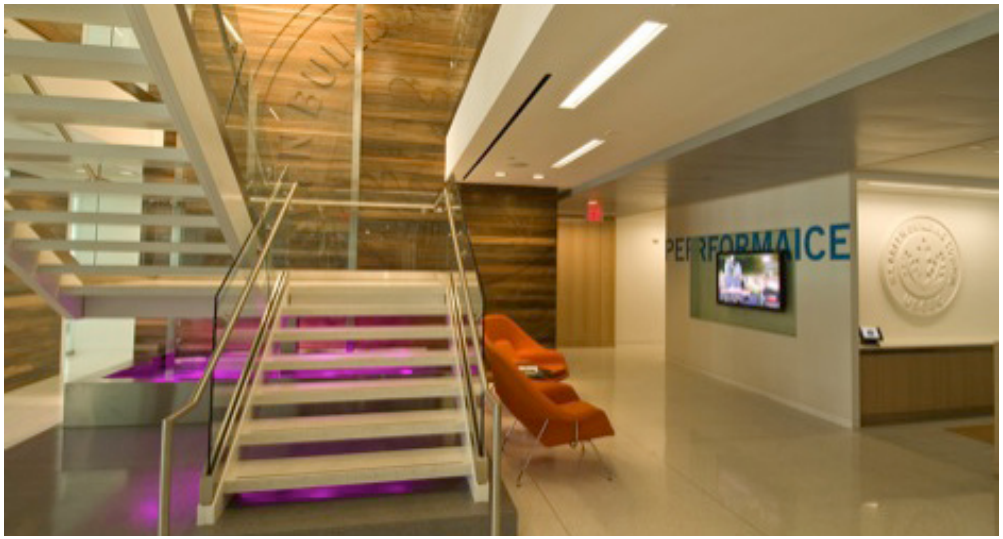
LCDs/LEDs



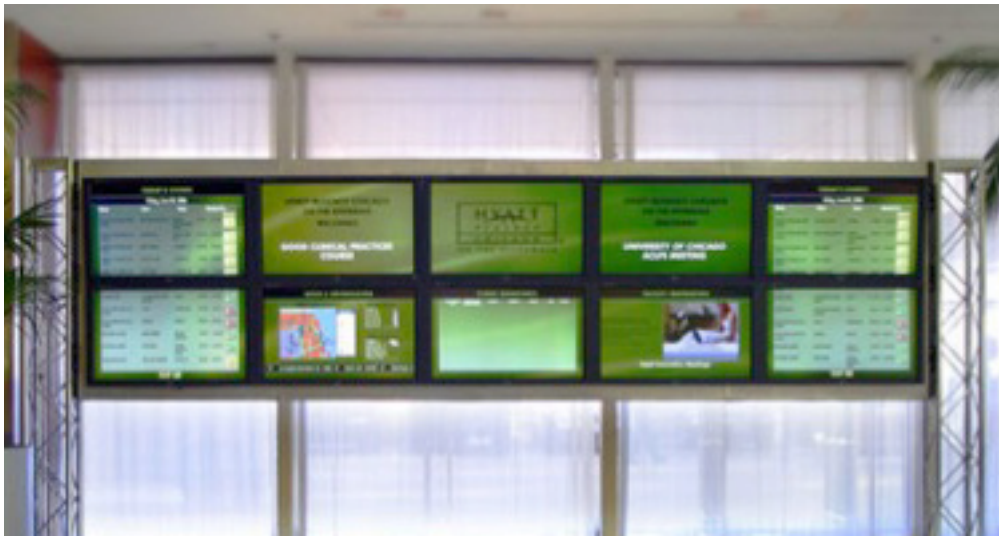
Source: http://www.avsinc.net/imgs/pictures/usgbd-large-conference-room-large.jpg



Source: Aurel Brudan (2012), Research

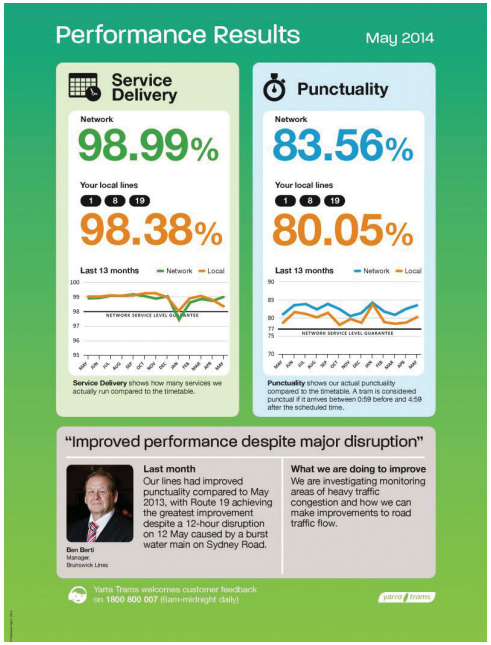


Source: http://www.avsinc.net/imgs/pictures/usgbc-lobby-large.jpg



Source: http://www.signindustry.com/electronic/articles/2007-04-01-JD-WayfindingWithLCDdisplayinHotels.php3

Posters







Source: http://www.newsday.com/news/new-york/bloomberg-90-of-illegal-guns-used-in-nyc-crimes-come-from-other-states-1.5807471

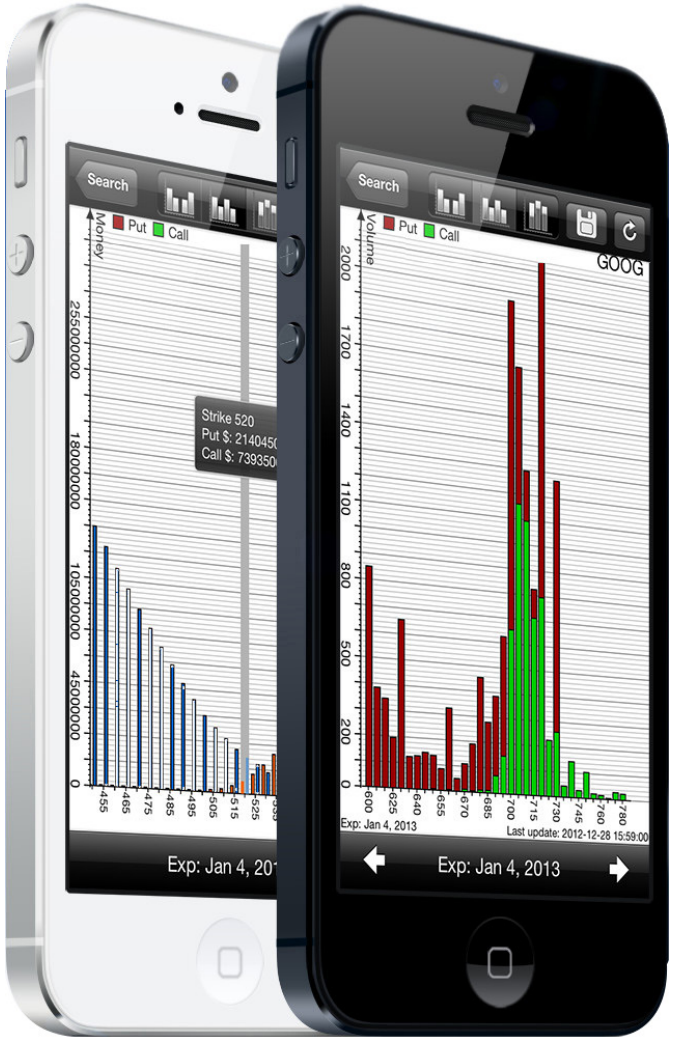


Source: http://www.yarratrams.com.au/media-centre/news/articles/2014/may-performance-results/



Source: http://www.citylimits.org/news/articles/4089/viewpoint-the-case-for-closing-schools#.U56na_l_vMk

Smartphones



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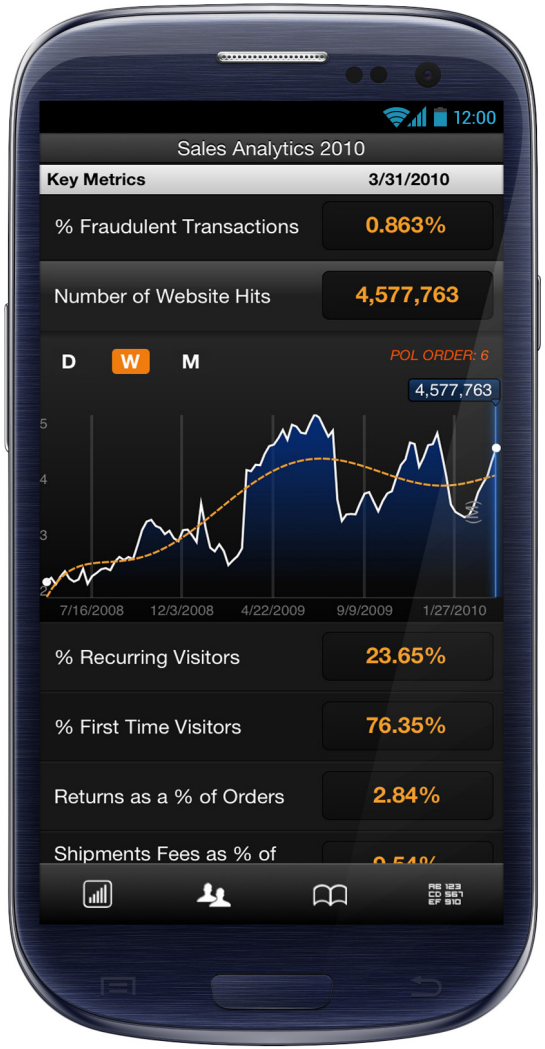

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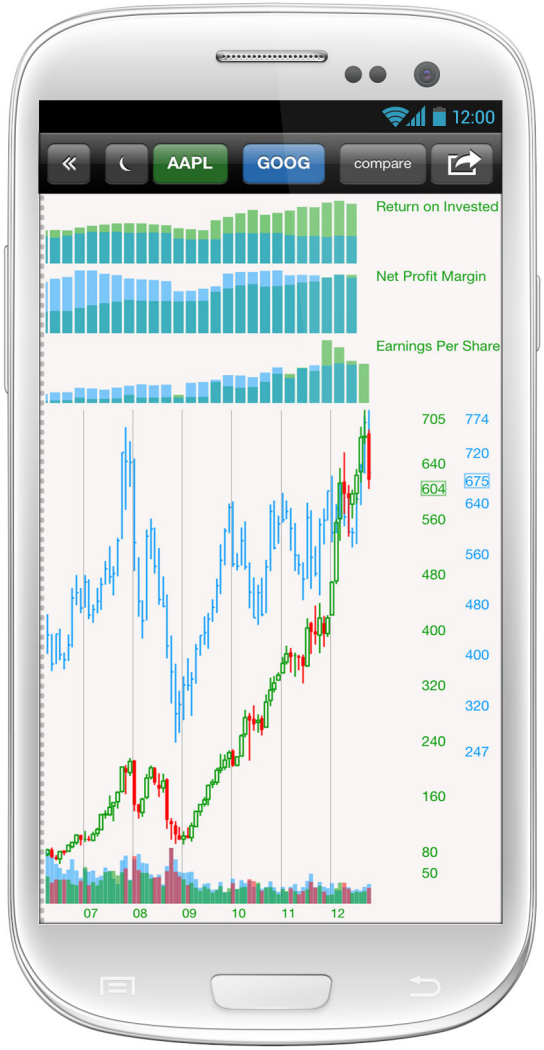

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Tablets

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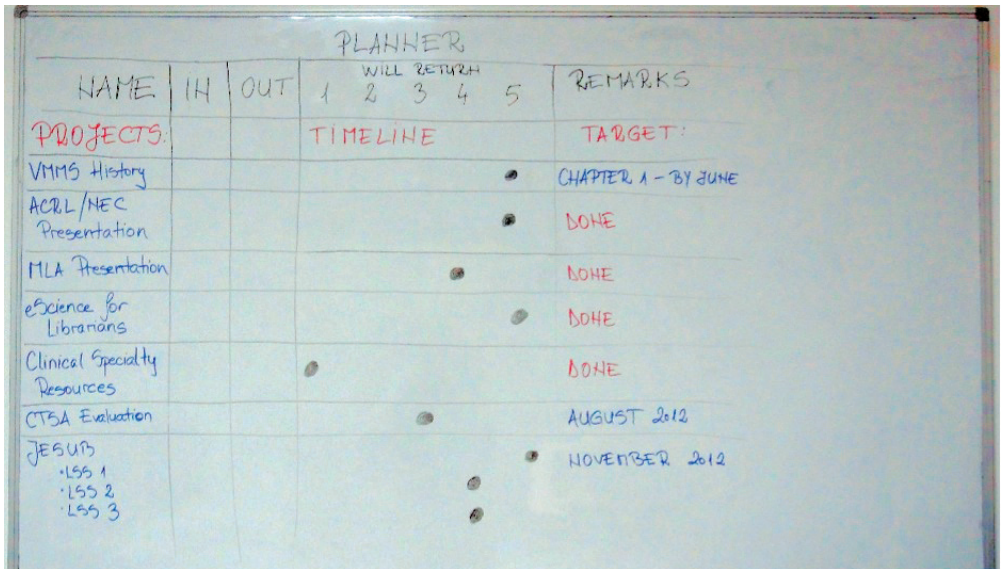
Source: http://www.cros.it/admin/ckeditor/kcfinder/upload/images/photodune-5456301-statistics-m.jpg



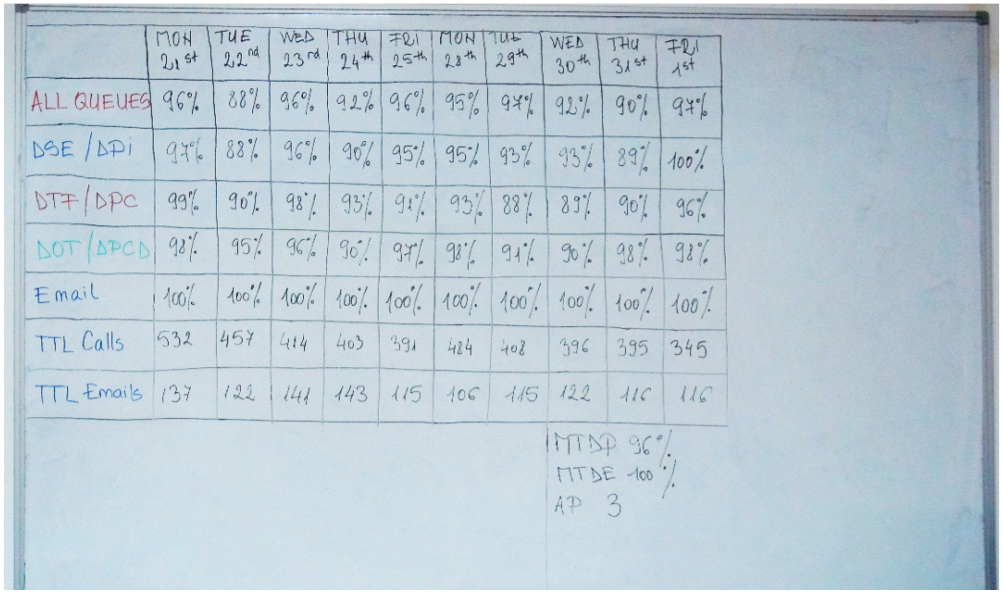


Source: http://www.reboard.net/en/press/

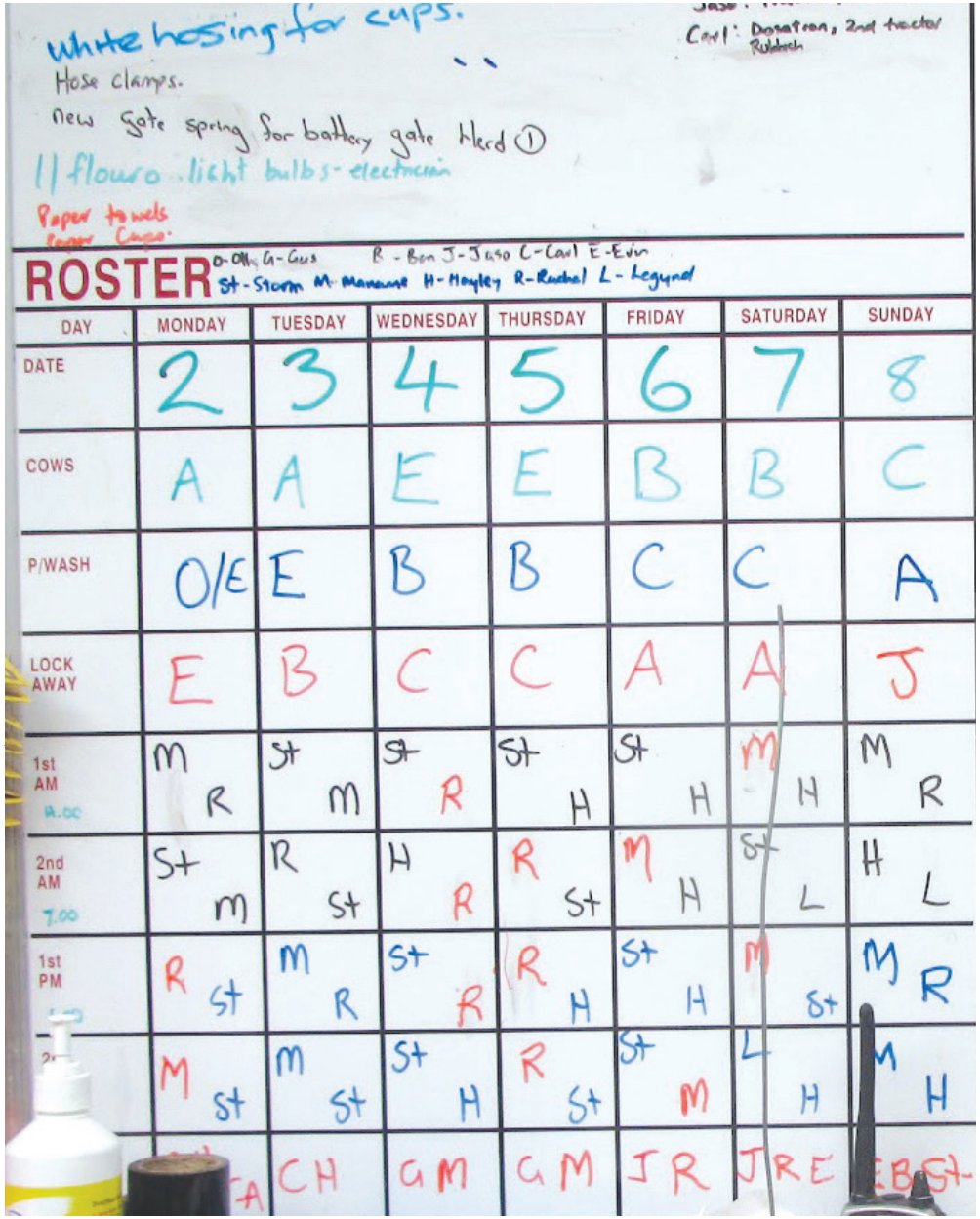
Whiteboards



Source: Aurel Brudan (2012), Research



Adapted from: http://librarianhats.files.wordpress.com/2012/12/whiteboard-calendar.jpg



Source: http://4.bp.blogspot.com/-N4GceIoIsWs/T4jU1SrhdII/AAAAAAAABJ0/3-Xjd0tS_5U/s1600/Kim%2527s+roster.JPG

Robots

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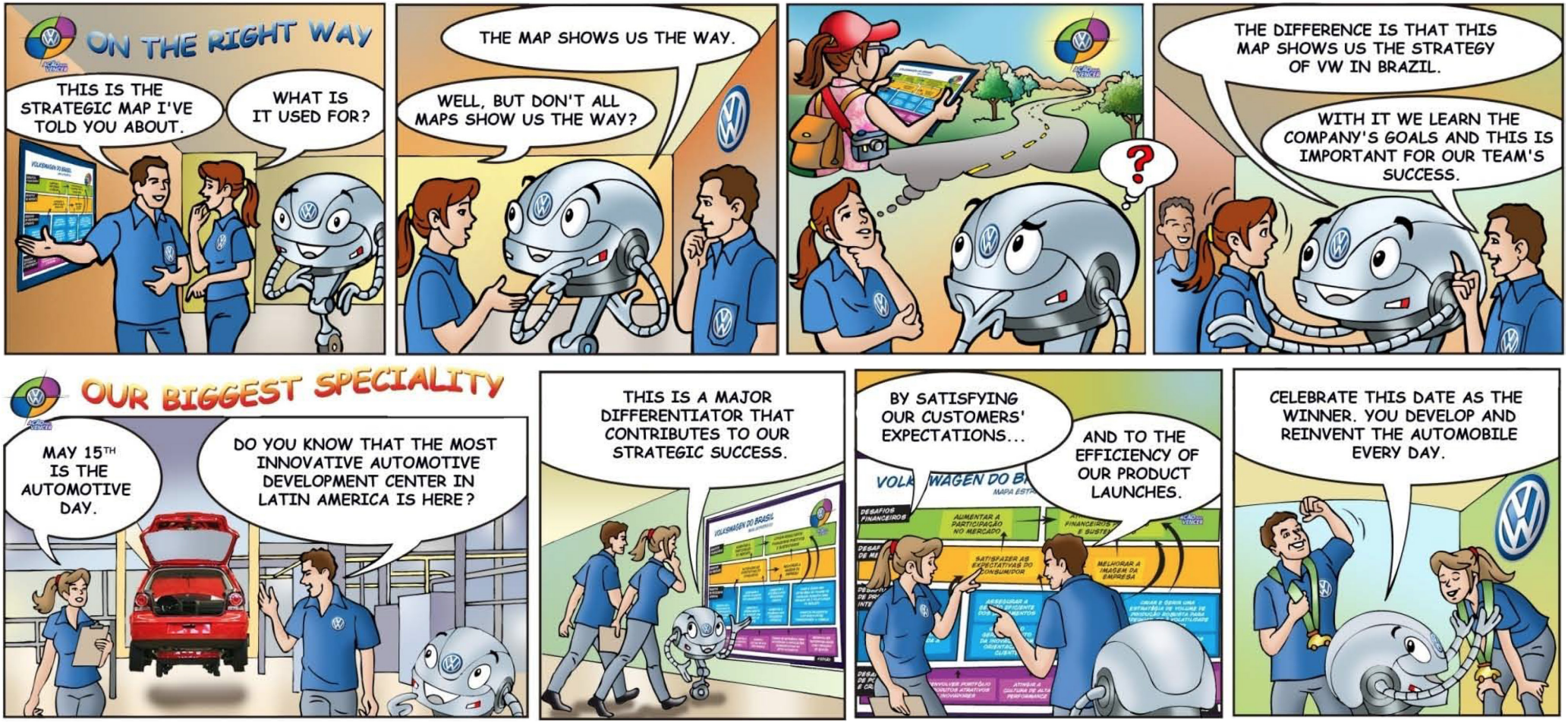

Source: R. S. Kaplan, R. R. de Pinho (2010), Volkswagen do Brasil: Driving strategy with the Balanced Scorecard, Harvard Business School, available at: http://www.homeworkmarket.com/sites/default/files/q1/10/11/volkswagen_do_br-1.pdf





The KPI Institute

Celebrating 10 Years of PERFORMANCE

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