

# IMPLEMENTING KPI & PERFORMANCE MONITORING WORKSHOP

Most organisations have KPIs. Very few have KPIs that actually drive behaviour results.

Many managers struggle with KPIs that look good on paper, but do not improve performance, do not change behaviour, and do not help teams make better decisions.

This 2-day practical workshop is designed to help managers and leaders build KPIs that work, monitor performance that matters, and turn numbers into real management action.



## WHO SHOULD ATTEND

- Team leaders, supervisors, managers, HODs, and directors involved in KPI setting and monitoring
- HR and People Managers responsible for performance management
- Individuals responsible for tracking performance and driving results through KPIs



- April 13-14, 2026 | Kuching
- July 15-16, 2026 | Kuching

**REGISTER NOW!** < Scan QR code >



MEET OUR TRAINER:  
**DR. PONMALAR**

Dr Ponmalar is a HRDC Certified Trainer, Business Coach and Certified KPI Professional with over 17 years of experience in leadership, performance management and organisational development. She holds a Doctorate in Business Administration and has worked extensively with organisations in building performance systems, leadership capability and practical management skills.

## METHODOLOGY

- Highly practical and hands-on — not academic
- Real-world examples and templates
- Step-by-step guided KPI design
- Focus on application, not theory



## WHY TRAIN WITH MRS?

- HRDC Claimable & ISO Certified • Corporate & Government Trusted • Practical & Business-focused • Industry-Expert Trainers

## LEARNING MODULES

### DAY 1

#### MODULE 1: THE WORLD OF KPI'S

- Value added by KPIs
- Key challenges in performance measurement
- Performance management overview
- Organisational levels and tools
- KPI framework and lifecycle

Activity 1: Group discussion

#### MODULE 2: UNDERSTANDING KPI'S

- Common KPI terminology
- Metrics vs KPIs
- SMART objectives explained

Activity 2: Practical workshop to identify and prioritise issues

#### MODULE 3: KPI TYPOLOGY

- Leading vs lagging KPIs
- Qualitative vs quantitative KPIs
- Efficiency vs effectiveness KPIs
- DNA Map overview

Activity 3: Writing goals & objectives session

#### MODULE 4: KPI SELECTION

- KPI selection for organisational scorecard
- KPI selection sources and techniques

Activity 4: Hands-on session with guided templates

#### MODULE 5: LATEST DEVELOPMENT & REAL LIFE EXAMPLES

- KPI dashboard examples
- KPI design template examples
- Leading company practices in PMS

### DAY 2

#### MODULE 6: HUMANIZING THE KPI PROCESS DURING IMPLEMENTATION

- Managing data uncertainty
- Fair and transparent performance reviews
- Performance reviews as a learning tool
- Two-way performance dialogue
- Recognising achievements
- Forward-thinking performance conversations
- Improving communication
  - Assertive communication
  - Two-way communication
  - Role of EQ
  - Do's and Don'ts

#### MODULE 7: THE IMPORTANCE OF PERFORMANCE APPRAISAL

- Purpose and objectives of appraisal
- Effective appraisal systems
- Review frequency and ongoing feedback
- Action and development planning
- Role of appraisal in productivity

#### MODULE 8: YOUR RESPONSIBILITIES

- Approaching appraisals with confidence
- Giving balanced and honest feedback
- Planning and preparing for appraisals
- Professional conduct during reviews
- Periodic staff assessment

#### MODULE 9: MANAGING THE PERFORMANCE

- Providing evidence
- Dealing with conflict
- Addressing issues of poor performance
- Motivating subordinates



### INVESTMENT FEE (Per Participant)

EARLY BIRD RATE (EBR)	NORMAL RATE (NR)	WALK-IN RATE (WR)
RM 2180	RM 2380	RM 2580
Registration received and paid one month before commencement of the course	Registration received and paid after the EBR closing date	Registration within 1 week before the program
CLOSING DATE OF REGISTRATION		
EBR: <i>One month</i> before commencement of the course	NR: <i>One week</i> before commencement of the course	

\*The fee is not yet inclusive of 8% SST

The Organiser reserves the right to make any amendments that are deemed necessary in the best interest of the workshop.

Please register me/us for the workshop on

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Do you intend to utilize HRDCorp Levy for this program? **Yes / No**

Upon submission of this form, I have read and accepted the terms & conditions of this registration

#### Participant 1 :

Name : .....  
Position : .....  
Contact : .....  
Email : .....

#### Participant 2 :

Name : .....  
Position : .....  
Contact : .....  
Email : .....

#### Participant 3 :

Name : .....  
Position : .....  
Contact : .....  
Email : .....

Company : .....  
Address : .....

Tel : ..... Fax : .....

#### Nominating Person

Name : .....  
Position : .....

#### Approving Person

Name : .....  
Position : .....

Invoice Attention to : .....

Email : .....

## TERMS & CONDITIONS:

1. Fees are inclusive of programme materials, refreshments, luncheons and certificate.
2. Outstations participants are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.

#### 3. Payment, Confirmation & Admission

- a. An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.
- b. If utilizing the **HRDCorp Claimable Course scheme** for this program, the **Normal Rate** will apply. For further details, please refer to the latest HRDCorp guidelines to ensure all requirements are met.

#### 4. Substitution/Replacement of Participants

Substitutions are allowed at no extra charge provided MRS is notified in writing at least 5 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto.

#### 5. Cancellation of Participants

For Paid Registrations	For Unpaid Registrations
<ul style="list-style-type: none"> <li>• 30 days before course: Full refund or transferable</li> <li>• 14 days before course: Refund minus 15% admin fee or transferable</li> <li>• Less than 14 days before course: No refund but transferable</li> <li>• No show: No refund and not transferable</li> </ul>	<ul style="list-style-type: none"> <li>• 30 days before course: No applicable admin fee</li> <li>• 14 days before course: 15% admin fee chargeable</li> <li>• Less than 14 days before course: Full fees chargeable and transferable</li> <li>• No show: Full fees chargeable and not transferable</li> </ul>

\*Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value

#### 6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and holds MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

#### 7. Permanent Cancellation

In the event of a permanent cancellation by MRS of a course and provided the event is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and holds MRS harmless from any cost incurred.

8. Participants have read and consent to MRS processing the **registration data** in accordance with the Personal Data Protection Notice posted on [www.trainingprovider.org](http://www.trainingprovider.org). As such, they have discharged their responsibility of ensuring the information provided herein is the most up-to-date information as possible.

## MRS MANAGEMENT SDN BHD (275222-P)

### KUALA LUMPUR CORPORATE OFFICE

Suite 33-01, 33rd Floor, Menara Keck Seng, 203, Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia

📞 +603-2116 5961 📲 +603-2116 5999

### KUCHING OFFICE

Milan Square, Lot 48, Level 1, Jalan Wan Alwi, 93350 Kuching, Sarawak, Malaysia

📞 +6082-265 6289  
🌐 [www.trainingprovider.org](http://www.trainingprovider.org)  
✉ kristine.mrstraining@gmail.com, robin.mrstraining@gmail.com

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