The Community Service, Consultation, Training and Continuous Learning Centre
Arabian Gulf University (CSCTCLC)

Organizing Workshop/

Key Performance Indicators (KPIs) &
Balanced Scored Card

1-3 April 2013

Registration Form
Key Performance Indicators (KPIs) & Balanced Scored Card
1-3 April 2013

Name: ........................................................................................................

Academic Qualification: ..........................................................................

Present Employment: ............................................................................

Address: ..................................................................................................

Country: ..................................................................................................

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+973 (17239 694) or +973 (3197 533)
**Description**
The primary purpose of the Key Performance Indicator (KPI) Framework, or 'scorecard', is to support management decision making within the organisation. It seeks to provide Council, the Executive and senior management with informative insights into how the organization is performing as a whole against its strategic planning framework and how it is likely to perform in the future.

**Objectives**
- To identify criteria for the selection of key personnel for governance of universities.
- To identify the KPIs for the assessment of key personnel for the governance of the universities.
- To propose a framework of KPIs for key personnel for the governance of the university.
- Tools that helps in KPIs assessment.
- Other universities KPIs Case studies.
- To support the decision maker to measure the KPIs by the using Balanced Score Card (BSC).
- BSC Case studies.

**Techniques to be covered**
The workshop will cover:
- Setting key performance indicators (KPIs)
- Benchmarking
- Histograms
- Run Chart
- Control Chart
- Brainstorming
- Case Effect Diagram
- Improvement planning
- Dashboard
- Balanced Score Card (BSC)

**Date and Time:** 3 days Training Program
1-3 April 2013
8:15 AM –13:15 PM

**Workshop Language:**
Training materials and handouts in English, Explanation: English and Arabic.

**Fees:**
450 BD per participant

**Method of pay fees:**
1. Check/to Arabian Gulf University-Bahrain Islamic Bank (BisB)
2. Bank transfer, Account no:
   A/C 1000 0000 4834
   IBAN: BH95BIBB00 1000 0000 4834- Islamic Bank (BisB)