Administrative KPIs and Performance Management Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #OM5612_26798

Course Introduction / Overview:

Measuring performance in administrative functions is a unique challenge, as their contributions are often qualitative and supportive rather than directly tied to revenue. This course provides a comprehensive framework for developing meaningful Key Performance Indicators (KPIs) and clear performance standards specifically for administrative roles. Moving beyond generic theories, we delve into the practical application of performance management principles within support departments. As the renowned author David Parmenter outlines in his seminal work, "Key Performance Indicators: Developing, Implementing, and Using Winning KPIs," effective metrics must be deeply integrated with an organization's strategic objectives. This training, offered by BIG BEN Training Center, is designed to empower managers and administrative professionals to translate organizational goals into actionable, measurable outcomes. Participants will learn to identify critical success factors for administrative functions, design robust KPIs that reflect true value, and establish performance standards that foster accountability, drive efficiency, and support a culture of continuous improvement across the organization. This program equips you with the tools to demonstrate the immense value of administrative teams through clear, data-driven evidence.

Target Audience / This training course is suitable for:

- Office Managers and Administrative Managers.
- Human Resources Professionals and Managers.
- Department Heads and Team Leaders.
- Executive Assistants and Senior Administrators.
- Operations Managers and Supervisors.
- Anyone responsible for managing or evaluating administrative staff performance.
- Professionals seeking to implement performance metrics in support functions.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Hospital Administration.
- Technology and IT Services.
- Manufacturing and Engineering.
- Education and Academic Institutions.
- Government Agencies and Public Sector Organizations.
- Retail and Consumer Goods.
- Hospitality and Tourism.

Target Organizations Departments:

- Human Resources Department.
- Administration and General Services Department.
- Operations Department.
- Executive and C-Level Support Offices.
- Finance and Accounting Departments.
- Facilities Management.
- Procurement and Purchasing Departments.
- Customer Service Departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Align administrative objectives with the overall strategic goals of the organization.
- Differentiate between lagging and leading indicators, metrics, and Key Performance Indicators (KPIs).
- Design and implement relevant, measurable KPIs for various administrative roles.
- Develop clear, objective, and fair performance standards for support functions.
- Master the art of cascading organizational goals down to individual administrative staff.
- Create effective data collection systems and performance monitoring dashboards.
- Conduct constructive performance review meetings based on objective data.
- Utilize performance insights to drive continuous improvement and operational excellence.
- Foster a culture of accountability and high performance within administrative teams.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures to create a dynamic learning environment. The course heavily utilizes real-world case studies focused on administrative departments, allowing participants to analyze challenges and develop solutions in a controlled setting. A significant portion of the training is dedicated to hands-on workshops and group exercises where attendees will design KPIs and performance standards for sample administrative roles. Interactive sessions, facilitated discussions, and brainstorming activities encourage the sharing of experiences and best practices among participants from diverse industries. Role-playing scenarios will be used to practice conducting performance feedback sessions effectively. Our expert facilitators provide continuous guidance and personalized feedback, ensuring that every participant masters the core concepts and leaves with a clear action plan for implementing a robust performance management system for their administrative functions.

Course Agenda (Course Units):

Unit One: Foundations of Administrative Performance Management

- The strategic importance of administrative functions.
- Understanding the performance management cycle.
- Aligning administrative goals with organizational strategy.
- Introduction to Key Performance Indicators (KPIs).
- Differentiating between KPIs, Key Result Areas (KRAs), and metrics.
- Common pitfalls in measuring administrative performance.
- The role of the Balanced Scorecard in support functions.

Unit Two: Designing Meaningful KPIs for Administrative Roles

- Identifying critical success factors for administrative excellence.
- The SMART (Specific, Measurable, Achievable, Relevant, Time-bound) criteria for KPIs.
- Developing quantitative KPIs (e.g., response time, error rate, cost savings).
- Developing qualitative KPIs (e.g., stakeholder satisfaction, proactivity, communication effectiveness).
- Distinguishing between leading and lagging indicators.
- Workshop: Brainstorming and drafting KPIs for different admin roles.
- Techniques for setting realistic KPI targets and benchmarks.

Unit Three: Establishing Clear Performance Standards

- The purpose and components of performance standards.
- Linking performance standards to job descriptions and core competencies.
- How to write clear, concise, and objective performance standards.
- Defining levels of performance (e.g., exceeds, meets, needs improvement).
- Ensuring fairness and consistency in applying standards.
- Workshop: Writing effective performance standards for an administrative team.
- Communicating performance standards and expectations to employees.

Unit Four: Implementation, Monitoring, and Reporting

- Cascading KPIs from the department level to individual contributors.
- Methods for data collection and performance tracking.
- Introduction to administrative performance dashboards.
- Designing simple and effective reporting templates.
- The importance of regular check-ins and continuous feedback.
- Preparing for and conducting effective performance review meetings.
- Using performance data for coaching and employee development.

Unit Five: Driving Continuous Improvement and a High-Performance Culture

- Analyzing performance data to identify trends and root causes.
- Using KPIs to drive process improvement and administrative efficiency.
- Linking administrative performance to recognition and reward systems.
- Overcoming common challenges and resistance to performance measurement.
- Fostering a culture of accountability and ownership.
- The future of administrative performance management and automation.
- Developing a personal action plan for implementation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can organizations balance the need for quantitative KPIs in administrative roles with the equally important, yet harder to measure, qualitative aspects like proactivity, teamwork, and problem-solving?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond generic KPI theory to focus exclusively on the unique and often complex context of administrative and support functions. While many programs teach the "what" of performance indicators, we concentrate on the "how" for roles where output is not easily quantified. Our curriculum is specifically engineered to address the common challenge of measuring value in non-revenue-generating departments, providing practical tools to translate supportive actions into measurable strategic contributions. We emphasize the development of a balanced set of both quantitative and qualitative KPIs, ensuring that crucial attributes like stakeholder satisfaction, initiative, and adaptability are not overlooked. The course is built on a foundation of practical application, with a significant portion dedicated to hands-on workshops where participants design and refine KPIs for real-world administrative scenarios. This practical focus ensures that attendees leave not just with knowledge, but with the skills and confidence to build and implement a fair, effective, and motivating performance management framework that truly reflects and enhances the value of their administrative teams.