

# THE KPI INSTITUTE



## Membership Prospectus



Foreword

Laying the first bricks to a performance-driven community!



Insights for improved performance

What is the best way to manage performance? How should a functional performance management system be configured?

How can buy-in be secured from staff and management in deploying and generating value through such a system?

These were some of the questions with which we started off with.

Here we are, one decade later after The KPI Institute took its first steps into a performance-driven world and, inherently, culture. It was a journey of learning and growth, with many lessons learned from research, training, consulting others, and experimenting within our own organisation. Some of the numbers reflecting our results measure over 200 publications, 50 training courses in the course catalogue, close to 300 courses delivered, over 5,600 training hours, and 700 client organisations from 63 countries.

We are now opening the doors to our knowledge and expertise wider, and inviting you to become a part of us, as a member of The KPI Institute, and embark on our journey to performance integration in everyday life. Our two membership options offer access to both published content and analyst insights, fuelled by the original research work which has been, and still is, developed by more than 25 analysts.

What are the benefits of becoming a member of The KPI Institute?

Firstly, access to high quality insights to inform decisions on configuring and using systems for performance improvement. From research reports and KPI dictionaries, to Strategy and Performance Management toolkits and templates, from recorded webinars to discounts for attending classroom or online courses, there are a variety of options for accessing our knowledge base.

Oftentimes, receiving expert advice is a prerequisite to making the right decisions. Yet accessing this expert advice has its obstacles in terms of availability, costs, and timeliness. Through our Insight+ membership option, we will put our research analysts at your disposal, by providing on-demand phone or video consultations when needed and as needed.

In today's busy environment, filtering the noise has gained significant importance. It is much easier to do so through collective intelligence. As such, we have formed a network of like-minded professionals, to network and support each other through both their insights, and our insights, on their journey towards improved performance.

I look forward to meet you in our community of professionals and share this challenging, yet fulfilling journey!

**Aurel Brudan**  
Chief Executive Officer



THE KPI INSTITUTE

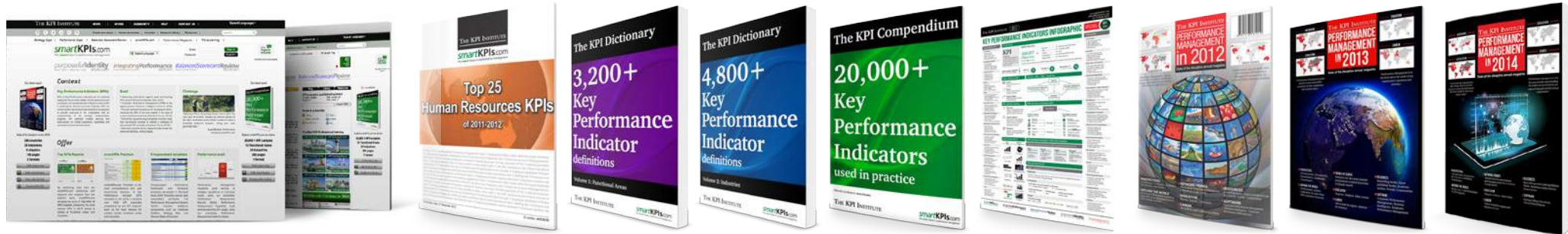
The KPI Institute is a research institute specialised in business performance. It operates research programs in 12 practice domains, ranging from strategy and KPIs to employee performance, and from customer service to innovation performance. Insights are disseminated through

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a variety of publications, subscriptions services, and through a knowledge platform available to registered members. Support in deploying these insights in practice is offered through training and advisory services.

## The KPI Institute Member Benefits

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### Research content

#### ▶ smartKPIs.com platform

smartKPIs.com is an online portal containing the largest collection of well documented KPI examples, supported by a community of tens of thousands of members.

#### ▶ Top KPI Reports

Top KPIs series is an extensive annual collection of reports dedicated to analyzing the most popular KPIs across major functional areas and industries, containing thorough analysis of each KPI example.

#### ▶ Performance Management Toolkits

The Toolkit series represents pre-populated templates configured in Microsoft Excel and PowerPoint: Strategy Maps, Scorecards, Dashboards, Portfolios of Initiatives and Employee Performance Plan templates are examples. They are available in editable format and have an instruction manual attached for easy configuration.

#### ▶ KPI Dictionaries

Considered the most comprehensive publications released to date by our research team, they include over 8,000 examples of documented Key Performance Indicators, complete with definitions, sub metrics and calculation formulas.

#### ▶ Webinars

Designed as one-hour long audio and slide-based presentations, The KPI Institute's webinars address key topics related to Strategy, Performance, KPIs, Data Analysis, Data Visualisation, Innovation and many others related to Performance Improvement. Experienced analysts, with a track record of research applied in practice present such webinars on a weekly basis. Recording are subsequently made available on The KPI Institute's eLearning platform.

#### ▶ Research library access

A rich repository containing a variety of research publications ranging from global and regional research studies to fact sheets, catalogues, infographics and generic templates. It is regularly updated with new content as released by our research team.

### Event discounts

Get exclusive discounts to our training courses, conferences and forums scheduled throughout the entire year across 6 continents.

### Networking

Join your peers! Get and share valuable insights on performance related subjects within The KPI Institute Community.

### Professional confirmation

Consolidate your personal brand by using our exclusive badge to demonstrate your professional commitment to performance excellence.













### Research helpdesk

A member of our research team will guide you through our knowledge platforms to identify the best information and resources according to your needs.

### Business analyst consultation

Benefit from dedicated services provided by our business analysts on 12 practice domains. Find below a list with examples of advisory services covered. Based on your specific needs, customized solutions will be provided.

# Advisory Services

	Practice domain	Analyst advice
	<b>Strategy</b>	Approach to strategy planning Review of existing strategy plan Clarification of key strategy concepts/tools/techniques
	<b>Performance Improvement</b>	How to get employees/management buy-in Performance reporting
	<b>Performance Measurement</b>	KPI selection and audit of existing KPIs KPI documentation Target setting
	<b>Employee Performance</b>	Performance plan structure Employee performance management system architecture
	<b>Balanced Scorecard</b>	Audit of existing implementation Project planning of implementation Software selection
	<b>Data Visualization</b>	Improvement of the look/feel of performance report Provision and training on the use of graphs templates in Excel
	<b>Data Analysis</b>	Coaching in performance data analysis Modelling based on existing data
	<b>Benchmarking</b>	Clarification of benchmarking project planning steps Advice on performance benchmarking in functional area/industry
	<b>Customer Service Performance</b>	Measurement of customer service and/or advocacy Internal customer satisfaction tracking
	<b>Innovation Performance</b>	Measurement of innovation performance Administration of the innovation management system
	<b>Supplier Performance</b>	Supplier scorecard development Service Level Agreements establishment and/or review
	<b>Personal Performance</b>	Application of performance improvement concepts in personal life Coaching on how to use templates, hardware and software



# Choose your Membership

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	TKI Membership <b>\$390 per year</b>	TKI insight+ Membership <b>\$2,900 per year</b> ★
<b>Practice domain</b>		
smartKPIs.com platform*	Full access to all premium content	Full access to all premium content
Top KPI 2013-2015 Reports	2 reports at your choice	All available currently 127 reports
Performance Management Toolkits	2 toolkits at your choice	All available currently 9 toolkits
KPI Dictionaries	2 dictionaries at your choice	All available currently 14 KPI Dictionaries
Webinars	2 webinars at your choice	All available currently 34 webinars
Research library access	Preview to executive summaries	All available currently 57 resources
<b>Event discounts</b>		
Preferred rate at training courses and conferences	\$100 off early bird rate	\$100 off 2 or more participants rate
<b>Networking</b>		
Network among peers in a private group available only to TKI members	Yes	Yes
<b>Professional confirmation</b>		
Electronic certificate of membership demonstrating the commitment to professional excellence through learning	Yes	Yes
<b>Research helpdesk</b>		
Guidance to explore the TKI knowledge platforms	Yes (online)	Yes (phone)
<b>Analyst consultation</b>		
Video / phone advisory support from TKI business research analyst	No	8 consulting hours **
Customized secondary research project on demand	No	8 working hours **
<b>Estimated value of benefits if accessed individually:</b>	<b>\$1,500 USD</b>	<b>\$15,600 USD</b>



**Join Today**

[www.kpiinstitute.org/membership](http://www.kpiinstitute.org/membership)  
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\* Access to all 12 practice domains platforms upon their release

\*\* Hours to be accessed when needed by scheduling as per member preference.

Foreword  
TKI Member Benefits  
Advisory Services  
Membership



# THE KPI INSTITUTE



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