

# KPIs and PuMP

*Have your presentation customised to your needs or select one of these popular topics:*

## Focus

To build a learning organisation or one that is continually improving requires the right set of tools and techniques. Particularly for performance measurement. PuMP provides that framework and enables a culture that is committed to improving performance.

## Outcome

Delegates will learn about a new approach to measuring organisational performance that will empower them to apply new techniques to measure what matters and build a continuous improvement culture.

- *How to make your KPIs Meaningful*
- *Bad KPI Habits: The bad habits at the root of all struggles to measure performance and how to overcome them*
- *Weasel Word Alert: Why your Strategic Plan isn't measurable.*

## As a keynote presentation:

45-60 minutes

## As a workshop:

2 to 4 hours

## Great for:

CEOs, Senior Executives,  
Business and Performance  
Leaders / Managers,  
Performance Practitioners

## About Your Speaker

Mark is the PuMP® Partner for Australasia. His experience spans 25 years across corporate management roles, consulting and academia. Mark has held senior roles in contact centres, regional management, product distribution, he also developed and deployed the customer strategies for Suncorp. On completing a MBA, he was asked by the Graduate School of Business at QUT to develop two courses. Mark delivered these courses at QUT for eight years (in the evenings), whilst consulting during the day.

He regularly delivers the 2-3 day Performance Measure Blueprint Workshop, and Evidence-based Leadership Program and has worked with more than 40 organisations assisting them with their implementation of PuMP. His pragmatic experience is backed up with change management qualifications, and is certified in Net Promoter Score.



**Any questions, or to  
book Mark, make contact:**