

BUSINESS PERFORMANCE INDICATORS

Set up the business supervision indicators

Objectives

- Define and set up methods and tools for the analysis and the commercial activity follow-up
- Being able to make quick decisions

Concerned people

- CEOs
- Business Executives
- To a greater extent, every person dealing with a business activity

Knowledge required

Quantitative management abilities

Duration

1 or 2 days

Pedagogy & Practice

- Lecture
- Experience shared with participants
- Practical exercises
- Experienced situations study (from the participants or suggested)
- Game: Multiple-choice questionnaire
- Creation of practical tools
- Self-evaluation form

Know-How acquired

The fundamental principles of an efficient supervision system

What are the objectives to reach for a good supervision system?
What are the major elements of a supervision system?
The complementary layers

Define and set up the forecast system

Develop the target system
Forecast business activity: tool

Recording useful data in relation with the mission's execution

Define your Business activity
Handle with the customer/potential customer file

Get some visibility and reactivity thanks to business supervision

From statistics to business supervision
Select relevant indicators and develop a business supervision
Insufflate actions dynamic

Set up a useful information system

Create or optimise the information system
Making use of new business tools

Set up a personal action plan

Participants' self-analysis
Improvement objectives