



EFFECTIVE PERFORMANCE MANAGEMENT : USING KPI AS A MEASUREMENT TOOLS



Date: 27-28 April, 2026
(Monday-Tuesday)

Time: 9.00 am—5.00 pm

Venue:

Royale Chulan
SEREMBAN

INTRODUCTION

Performance management is crucial for managing employees. The employees are, given precise and clear expectations. It also contributes to the organizational vision, mission and goals accomplishments.



- Establishing performance factors
- Establishing performance standards
- Criteria for performance standards
- Sample formats to be used

MODULE 4: ESTABLISHING KRA's & KPI's – Part II

- What are the KRA's?
- What are the KPI's?
- Performance measurement
- Describing KRA's
- Writing KPI's
- Effective rating scales



LEARNING OBJECTIVES

- Learn the principles associated with performance appraisals
- Establish effective KRA's and KPI's
- Evaluate employee performance effectively
- Prepare for effective performance appraisal interviews
- Conduct effective performance appraisal interviews
- Utilize performance appraisal information

MODULE 5: PERFORMANCE APPRAISAL KEY CONSIDERATIONS

- Ethics of appraisals
- The reviewers
- Traits of an effective appraiser
- Common pitfalls to avoid

MODULE 6: PERFORMANCE APPRAISAL PROCESS

- Pre-appraisal interview procedures
- Importance of communication
- The performance appraisal interview
- Effective feedback

LANGUAGE

English and Bahasa Malaysia

CONTENT

MODULE 1: DEFINING COMPANY VISION, MISSION, GOALS & OBJECTIVES

- Company vision, mission & goals
- Establishing departmental objectives
- Understanding SMART
- Applying the SMART concept

MODULE 2: INTRODUCTION TO PERFORMANCE APPRAISAL

- What is an appraisal?
- Purpose of performance appraisals
- Why performance appraisals are necessary?
- Avoidance and dislikes of performance appraisals

MODULE 3: ESTABLISHING KRA's & KPI's – Part I

- Categories of performance factors

MODULE 7: POST APPRAISAL



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Registration & Payment

PARTICULARS	PARTICIPATION FEE	
	Member	Non-Member
Inclusive of SST at 8%	RM 1,296.00 /pax	RM 1,458.00 /pax
HRDCorp Registered Employer	<b style="color: red;">Claimable under HRDCorp SBL-Khas Scheme • No payment to FMM Institute • Fee will be deducted from the employer's HRDCorp contributions. Fund must be sufficient • Full payment is to be made to FMM Institute in the event that no disbursement from HRDCorp under any circumstances.	
HRDCorp NON-Registered Employer	Cheque or online transfer made payable to FMM	

Who Should Attend

All Department heads, Section heads, Managers, Executives and Supervisors.

Trainer

DR. JASJIT KAUR holds a PhD (USM), MBA (Gen.Mgt), Bachelor Degree (Hons) in Business Administration (UUM) and Certificate in Personnel Management. (MIPM). She has more than 17 years of experience both in the Manufacturing and Service Industry. She has held various positions such as Administration Manager, Assistant Director of HR and Group Admin / HR Manager that covers the areas of HR, Store Mgt, Purchasing Mgt, Shipping & General Admin. Dr Jasjit has been a corporate trainer for the past 15 years. She has conducted extensive public and in-house trainings ranging from Logistics Mgt, Inventories, Purchasing Mgt, Warehouse Mgt, HR, Counselling, Motivation and Team Building, Supervisory Skills, Office Management and Leadership Skills to business communication. As a Training Specialist, she has conducted training for all levels of staff. In addition, she is a Certified Trainer for Development Dimension International's Recruitment Programmes, a certified ISO 9002 Internal Auditor and a certified Verifier by the National Vocational Training Council.

- Registration is on a **first-come-first-serve basis**. Upon faxing/mailling the completed Registration Form to FMM, you are deemed to have read and accepted the terms and conditions. The program would also be deemed as confirmed unless informed otherwise.
- All registration together with the payment should be made **before the event date**. Certificate will only be issued upon full payment.
 - **Malayan Banking Berhad A/C No: 505176 510352**
 - **FMM SST Registration No: W10-1901-32000105**
- For SBL-KHAS, **grant approval must be provided to FMM at least 3 days** before the event. An attendance of 100% is a must, otherwise employers will be billed in full.

Replacement / Cancellation

- Must be made in writing with reasons to FMM
- Full payment fee will be charged by FMM for cancellation within 2 days prior to the programme.
- 50% payment charged for cancellation between 3-6 days.
- No payment charged for cancellation within 7 days prior to the programme.
- Participants who did **not turn-up will be charged full payment**.
- Replacement can be accepted at no additional cost. FMM reserves the right to cancel or reschedule the program.

Closing Date
24 April, 2026

REGISTRATION FORM

FMM Institute Negeri Sembilan Branch Fax : 06-603 1628

<u>Name</u>	<u>Designation</u>	<u>Email</u>	<u>I.C Number / Passport Number</u>
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____

Payment:

Full payment of RM _____ will be made via SBL-Khas Cheque Direct bank-in

Please Tick (/) FMM Member Membership No : _____

Submitted By:

NON- Member

Name : _____ Designation : _____

Company : _____

Address : _____

Tel : _____ Fax : _____

Email : _____

Company Stamp