



Developing & Writing Effective KPI's

Nov 10-11, 2025 | 9am-5pm | Training Room 1,
FMM Eastern Branch



Closing Date

Oct 30, 2025

Introduction

Performance management and KPI's are crucial for managing employees. The employees are, given precise and clear expectations. As a whole, KRAs and KPIs are useful in clarifying expectations for both the employee and his/her supervisor so that both parties are clear as to what the job involves. It also contributes to the organizational vision, mission and goals accomplishments

Objectives

- Learn the principles associated with KRA and KPI
- Establish effective KRA's
- Establish effective KPI's
- To acquire the necessary skills to develop and write KPIs
- To use effective rating scales
- To manage performance effectively

Methodology

- Presentations
- Group Discussions
- Short Exercise
- Practical Writing KRAs & KPIs Sessions



FEES

Member: RM972.00

Non-Member : RM1,050.00

(Inclusive of 8% SST)

Audience?

- Department Heads
- Section Heads
- Managers
- Executive

Outline

8.45 AM	Registration of Participants
9.00 AM	Defining Company Vision, Mission
10.30 AM	Morning Tea Break
10.45 AM	Defining Company Goals & Objectives
1.00 PM	Lunch
2.00 PM	KRA's
	Practice : Writing the KRA's
3.30 PM	Evening Tea Break
3.45 PM	Performance Factors
5.00 PM	End of Programme Day 1

Outline

8.45 AM	Registration of Participants
9.00 AM	Establishing KPI's
	Practice: Establishing KPI's
10.30 AM	Morning Tea Break
10.45 AM	Rating Scales
1.00 PM	Lunch
2.00 PM	Establishing KRA's & KPI's
	Practice : Using Template
3.30 PM	Evening Tea Break
3.45 PM	Practice : Writing KRA's & KPI's
5.00 PM	End of Programme Day 2

Contact Us

Ms Wanhui / Ms Elly
09-560 6554/5244
fmmeastern@fmm.org.my





DEVELOPING & WRITING EFFECTIVE KPI's

November 10-11, 2025 | 9:00AM - 5:00PM | Training Room 1, FMM Eastern

...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- **Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100%** is a **must**, in any case, **employers will be billed in full**.

Please tick accordingly:

- Fees: ☐ **FMM Member: RM 972.00/pax**
(inclusive of 8% Service Tax)
- ☐ **Non Member: RM 1,080.00/pax**
(inclusive of 8% Service Tax)

Fees include course materials and Certificate of Attendance

CANCELLATION

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

ENQUIRIES & REGISTRATION

Ms Wan Hui/ Ms Elly
Email : wanhui@fmm.org.my/norelysya@fmm.org.my
Tel: 09-560 6554/5244

REGISTRATION FORM

Closing Date
Oct 30, 2025

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					
3.					

(Please attach a separate list if space is insufficient)

- ☐ We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.
- ☐ We will **NOT BE CLAIMING under training grant from HRD Corp**. Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

Submitted by:

Name : _____ Designation: _____

Company : _____ FMM Membership No. : _____

Address : _____

Email : _____ Tel: _____ Fax: _____