

# KPIx Workshop for Operations Teams

## Uncover What Drives Operational Excellence

Before you can improve what matters, you must understand what matters.

The KPIx Framework Workshop is a facilitated two-day session (in-house or remote) designed specifically for operations teams to identify Critical Success Factor's behind consistent, high-performance execution.

This practical, action-focused workshop helps operations teams uncover what's truly essential to success – laying the foundation for relevant, outcome-based KPIs that align teams, improve decision-making, and drive measurable impact.

### ✓ Who Should Attend

- **Operations Leaders/ Functional Heads**  
Deep understanding of process flows
- **Process Owners & Team Leads**  
People responsible for executing and monitoring performance
- **Experienced Staff / SMEs**  
The go to problem-solvers who know how things really work

This workshop is built for experienced professionals who manage or influence day-to-day operations.

### 🎯 What the Workshop Covers

- Introduction to the KPIx Framework for operational performance
- Review of existing workflows, metrics, and known success factors
- Finalization of CSFs that matter most to execution
- Wall-through of the KPIx Framework implementation stages with relevant timelines.
- Brainstorming of operational KPIx clear, actionable, and aligned with CSF
- KPI ownership, data availability, and reporting cadence discussions
- Team presentations of their proposed scorecards, KPIs to keep or eliminate, and next steps.



## Ready to Operationalize What Matters?

Let's work together to help your team build a performance system that's focused, measurable, and built for execution – not just strategy.