

XYZ EDUCATION	MANAGEMENT SYSTEM	Code: F- 01.06 Version No: 01
	KEY PERFORMANCE INDICATORS	Page.: 1 of: 2

PROCESS	KPI DESCRIPTION	TARGET VALUE	TIME PERIOD	RESPONSIBLE	KPI MEASUREMENT VALUE RESULT
CONTINUOUS IMPROVEMENT	Implement an evaluation program of teachers and an evaluation program of the achievement of the objectives of students as well. Provision of the necessary resources to meet customer requirements, as well as availability of suitable manpower.	New inscription (which could be assessed according to: continuing to provide high quality services to its customers.	Regular monthly meetings to improve communication and keep record of any complaints and suggestions.	Management organization with all adults learners and trainers	Increase by 10%/year of newcomers, coming to the course by word of month through previous adults learners
MANAGEMENT REVIEW	Strategy Plan from top-level goals to shop-flow operations and across the sectors. Linking the micro- to the macro- is a critical success factor in strategy implementation as it keeps every action looped with the strategy's objectives and goals Training of all employees of the school on the quality management system.	New inscription (which could be assessed according to: Provide high quality services regarding the quality and effectiveness of the training.	Regular monthly meetings of all employees /Voluntaries with the organization's management to discuss problems, proposals and comments.	Management organization with all trainers	Report on performance so that teams learn and better perceive the organization's atlas of improvement The behavioural objectives approach focus on results
INTERNAL AUDIT	- Ensure excellent communication between teachers - administration and teachers – students - Ensuring a good climate of cooperation both within the organization and with its customers. - The continuous expansion of available services to its customers, aiming to satisfy them	New inscription (which could be assessed according to: Learning culture Creating customer value Embracing change	Medium-term measures (half-yearly monitoring)	Interaction of the four voices Voice of Customer (students, local community society). b. Voice of Business (quality regulator, accrediting agents, professional agents). c. Voice of Employee (staff, non-pedagogic staff). d. Voice of Market (, professional bodies, Research &	Increase by 10%/year of newcomers, coming to the course by word of month through previous adults learners

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				Development)	