	Document Title	Producing KPI Report for Training Programs		
	Doc. Number	TRA-PRO-022	Doc. Owner	Head of Training and Development
	Author	Adam Romans	Revision	Rev. 1
	Reviewed by		Approved by	
	Next Review Date		Approved Date	

1. Document Statement

This document explains the process of producing a KPI report for training programs.

This procedure will be used whenever a KPI report needs to be produced for training programs.

2. Scope

Any staff member tasked with producing a KPI report for training programs.

3. Definitions

Term	Definition
KPI	Key Performance Indicator


4. Procedure

A. When KPI Reports Are to be Produced and Information Needed

- 4.1 A KPI report for all relevant training programs should be produced on a quarterly basis.
 - 4.1.1 The KPI reports should be delivered to the Health, Safety and Quality manager prior to the quarterly Quality Assurance meeting.
- 4.2 *Learner Evaluation and Trainer Feedback Forms* are to be used for the *Feedback* KPI report.
- 4.3 Demographic, pass/fail, and number of delegates registered for each offered course is to be use for the *Booking Database* KPI report.

B. Producing the Report-Feedback Forms

- 4.4 100 *Learner Evaluation and Trainer Feedback Forms* should be randomly allocated for the report.
 - 4.4.1 All 100 reports for each type of form are to be from the quarter which the report is being produced for.
- 4.5 A new *Training Course KPI* Template, found on the shared drive, should be used and created.
 - 4.5.1 One template for *Learner Evaluation* and one template for *Trainer Feedback*.
- 4.6 Using the table provided in the template, each evaluation or feedback form should be counted in the corresponding column.

	Document Title	Producing KPI Report for Training Programs		
	Doc. Number	TRA-PRO-022	Doc. Owner	Head of Training and Development
	Author	Adam Romans	Revision	Rev. 1
	Reviewed by		Approved by	
	Next Review Date		Approved Date	

4.7 After all 100 inputs have been submitted into the table, a 3D bar graph should be produced showing the values for each column.

4.7.1 The graph should contain all values for all categories listed on the *Evaluation or Feedback* form.

4.8 The newly created graphs (one for *Learner Evaluation* and one for *Trainer Feedback*) should be copied and pasted onto a new word document.

4.8.1 The word document should be appropriately titled as such:

4.8.1.1 Training Program KPI Report Qx YYYY

4.8.1.1.1 *x=Quarter number*

4.9 The *Training Program KPI Report* should be saved in the *Training Program Quality System* under the *Governance and Quality Folder; KPI Reports*.

C. Producing the Report-Booking Database

4.10 The available demographics of all registered delegates should be included in the KPI report.

4.10.1 Public or block bookings; a ratio between the two groups should be produced.

4.11 The pass/fail ratio of each offered course for the time period being measured should be included in the KPI report.

4.12 The number of delegates registered for each offered course for the time period being measured should be included in the KPI report.


4.12.1 A pie graph should be produced showing the ratio of registered delegates measured against all other offered courses during the time period.

5. Forms

Document Number	Title
GEN-FM-004	Training Course KPI Template

6. Frequently Asked Questions

Question	Response

	Document Title	Producing KPI Report for Training Programs		
	Doc. Number	TRA-PRO-022	Doc. Owner	Head of Training and Development
	Author	Adam Romans	Revision	Rev. 1
	Reviewed by		Approved by	
	Next Review Date		Approved Date	

--	--

7. Responsibilities

Employee Title/Classification	Responsibility
Head of Training and Development	Ensures that this procedure is followed whenever a KPI report for training programs is created; Ensures that a KPI report for training programs is produced on a quarterly basis.

8. Enforcement


Employee Title/Classification	Responsibility
General Manager	Has the discretion of determining the repercussions on the discovery of the failure of the Head of Training and Development to produce a report as is described in this procedure and/or failure to produce a report on a quarterly basis.

9. Related Information and Documents

Document ID	Title

10. Procedure History

Revision Date	Author with Title	Description

	Document Title	Producing KPI Report for Training Programs		
	Doc. Number	TRA-PRO-022	Doc. Owner	Head of Training and Development
	Author	Adam Romans	Revision	Rev. 1
	Reviewed by		Approved by	
	Next Review Date		Approved Date	

11. Procedure Review

This Procedure will be reviewed when:

- 11.1 There is a change of General Manager at Shorcontrol Safety Ltd.
- 11.2 There is a change of Head of Training and Development.
- 11.3 As prescribed in Shorcontrol Safety Ltd.'s policy and procedure review schedule

12. Administration Approval, Review History & Affected Individuals Agreement

Title	Date [dd/mm/yyyy]	Signature
Preparer		
Owner		
General Manager		

Reviewer Name and Title	Date [dd/mm/yyyy]	Signature

Name and Title	Date [dd/mm/yyyy]	Signature



Document Title	Producing KPI Report for Training Programs		
Doc. Number	TRA-PRO-022	Doc. Owner	Head of Training and Development
Author	Adam Romans	Revision	Rev. 1
Reviewed by		Approved by	
Next Review Date		Approved Date	

Name and Title	Date [dd/mm/yyyy]	Signature