

Performance Metrics in Business Analysis

COURSE OUTLINES 2024



About Us



DIGILEAF Inc. is a solutions provider founded to alleviate the level of service quality awareness and practices in an organization. Its mission is to help businesses achieve organizational excellence through the development of its human resources and leveraging the use of technology in business.

DigiLEAF - Leading Excellence Among Fellows, provides cost effective quality training programs, audit, management, and consulting services. The company is servicing 350+ companies to date.



International Alliance of Quality Professionals (IAQP), registered in The Netherlands, was founded in 2009 by representatives of three countries namely, The Philippines, The Netherlands & Iran. The Alliance believes that by sharing policy, information and training, it will be able to strengthen the work of quality professionals embedded in any role in any organization, to foster the good practices in each industry in a specific region and to elevate these to an international level, thus forming best practices that could be replicated in other regions of the world as well.



Performance Metrics in Business Analysis

Pre-requisite: Business Analysis Planning and Monitoring (BAPM)

This course is designed to demonstrate how to measure performance and outputs of the business analysis processes and the role that is involved in it – the Business Analyst. This course discusses methods and tools to elicit, analyze and interpret metrics in the business analysis processes and related process areas including project and performance metrics.

Training Objectives

At the end of the course, the participants will be able to:

1. Setup, analyze and interpret quantifiable measures related to business analysis.
2. Define, implement, and monitor a BA measurement program.

Topics

I. Metrics and Measurement

- a) Rationale Needed in Measurements
- b) Measure vs. Metrics vs. Indicator vs. KPI
- c) Scales of Measurement
- d) What Should We Measure?

II. Performance Measurement Design Process

a) Understanding and Mapping Business Structure and Processes

- i. Stakeholder Management Process

b) Developing Business Performance Opportunities

- i. The Kano Model
- ii. The MoSCoW Model

c) Understanding the Current Performance Measurement System

d) Developing Business Performance Indicators

- i. Using Critical To Quality (CTQ) in Deriving Metrics
- ii. Building CTQ Attributes
- iii. Goal-Question-Metric (GQM) Measurement Model
- iv. Input-Process-Output-Outcome (IPOO) Measurement Model

e) Deciding How to Collect the Required Data

f) Designing, Reporting and Performance Data Presentation Formats

g) Testing and Adjusting the Performance Measurement System

h) Implementing the Performance Measurement System

III. Business Analysis Processes Metrics

INQUIRE TODAY!

FAQs



How much does each module cost?

As of 2024, each module is priced at ₱20,350 (VAT exclusive). You can avail **10% early bird discount if you register at least 3 weeks before the training date**. Also, **discounts are available for group registrations**:

- 3 pax: 15% OFF
- 4-7 pax: 20% OFF sit-ins
- 8-15 pax: 25% OFF + 1 sit-in
- 16+ pax: 30% OFF + 3 sit-ins

How will the training be conducted?

The training is a combination of synchronous (live online) and asynchronous (self-paced) sessions. The sessions are typically (unless changed) scheduled as follows:

- Synchronous: 1:00 PM to 4:00 PM on scheduled dates
- Asynchronous: 9:00 AM to 3:00 PM on scheduled dates

What is included in the course fee?

The course fee includes:

- Access to the DigiLEAF Learning Management System
- Training materials
- Pre- and post-assessments
- Certificate of completion for each module

What are the responsibilities of participants during the training?

For both public and corporate trainings, participants are expected to:

- Have a laptop available during the exercises.
- Actively participate in discussions and group activities.
- Complete all assignments and pre- and post-assessments to qualify for certification.

Can I access recorded sessions if I miss a synchronous session?

Yes, participants will have access to recorded asynchronous training sessions through DigiLEAF's Learning Management System. You can review these sessions at your convenience.



How can I pay for the training?

Payment can be made via bank transfer or cheque, and details will be provided in the billing statement. The invoice will be sent to the participant's email address after confirmation of registration.

What is the cancellation policy?

If you need to cancel your registration:

- You must inform DigiLEAF at least three working days before the first training day to avoid a 50% cancellation fee.
- Participant substitution is allowed if you notify DigiLEAF at least two business days before the session.

What happens if DigiLEAF cancels the training?

In case DigiLEAF cancels the training, participants will receive a full refund. No cancellation fees will be charged.

Is it possible to reschedule a corporate training?

Yes, corporate training can be rescheduled with at least five working days' notice before the scheduled training date. The rescheduling will depend on the availability of trainers and participants.

Can I see the other Certified Quality Business Analyst (CqBA) course outlines?

Of course! You can see them [HERE](#).



Get In Touch

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INQUIRE TODAY!

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