



DEVELOP & IMPLEMENT KRA & KPI

7-8 OCT 2026 | 9.00AM - 5.00PM |

MEFA TRAINING CENTER, PJ

Course Overview

The "Develop & Implement KRAs & KPIs" training is designed to help professionals understand and effectively apply Key Result Areas (KRAs) and Key Performance Indicators (KPIs) to drive individual, team, and organizational performance. Participants will learn how to define clear KRAs that align with business goals and set measurable KPIs to track progress. The training covers best practices for communicating, implementing, and monitoring KRAs and KPIs, as well as evaluating performance and making necessary adjustments for continuous improvement.

Who Should Attend

- HR Professionals
- Business Analysts
- Senior Executives
- Performance Management Teams

Learning Outcomes

Participants will be able to :

- Create effective KPIs that are clear and measurable.
- Define KRAs that match organizational goals
- Set practical performance targets.
- Implement KRAs and KPIs in daily work.
- Monitor and improve KPIs over time

Course Registration :



RM2,000

(Price Inclusive of 8% SST)

HRDC Claimable*

<https://forms.office.com/r/nPY7PqPQx>



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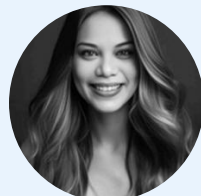
03-7498 7242 / 016 - 254 1844



Course Structure

Time	Agenda
DAY 1	
8:30am - 9:00am	Registration
9:00 - 9:30am	• Course Introduction / ice Breaking
9:30 - 10:45am	MODULE 1 : Foundations of KRAs & KPI
10:45 - 11:00am	Break
10:45 - 1.00pm	MODULE 2 : Designing Effective Key Result Areas (KRAs)
1.00 - 2.00pm	• Lunch Break
2.00 - 3:30pm	MODULE 3: Aligning KRAs & KPIs with Organizational Strategy
3.30- 3.45pm	Break
3.45 - 5:00pm	MODULE 4 : Developing SMART Key Performance Indicators (KPIs)
DAY 2	
8:30- 9:00am	Registration
9:00 - 9:30am	Reflection Day 1
9:30 - 10:45am	MODULE 5 : Setting Targets and Performance Benchmarks
10:45 - 11:00am	Break
11:00 - 1:00pm	MODULE 6 : Implementing KRAs & KPIs Across Teams
1:00 - 2.00pm	Lunch Break
2.00 - 3:30pm	MODULE 7: Monitoring, Measuring, and Reporting Performance
3.30- 3.45pm	Break
3.45 - 4.45pm	MODULE 8 :Reviewing, Improving, and Sustaining KPI Systems
4.45-5.00pm	Q&A Session pm

Trainer Profile



PUNITHA MALAR
(TRAINING CONSULTANT)

Ms. Aishu is a Certified Coach and Trainer with 25 years of combined experience in higher education management, strategic partnerships, business development, L&D, and talent management across SEA, Australia, and the U.S. She excels in managing key stakeholders, policy, governance, and membership interests. Furthermore, she drives growth and revenue in education partnerships and corporate trainings. By implementing sustainable growth strategies, she empowers diverse organizational teams, aligns talent development with corporate objectives, and delivers transformative, measurable learning experiences globally. A trusted advisor to organizational managers, Ms. Aishu specializes in translating complex workforce challenges into actionable, high-impact growth frameworks that drive immediate operational success. Her specialized coaching methodology empowers department leaders to tear down functional silos, lead through market disruptions smoothly, decrease operational friction, and establish high-performing, resilient office cultures focused on continuous strategic improvement..

