



جامعة الإمام عبد الرحمن بن فيصل
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY

رؤية VISION
2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY Webinar Series for the Enhancement of Quality Skills

**The Art of Designing & Measuring Key Performance Indicators (KPIs)
for Academic Program and Communicating Results to Stakeholders**



Professor Ladé Wosornu

Fellow Ghana Academy of Arts and Sciences
Consultant on Quality & Strategic Planning
Professor in Surgery (Retired)

“The foundation of this presentation has been the IAU; its Vision is to be “A leading university that achieves excellence nationally, regionally and globally.” KPIs are defined as selected indicators regarded as particularly important for the purpose of assessing performance.”

For more information about the Webinar email us in dqaa.ji@iau.edu.sa / dqaa.qsdu@iau.edu.sa

Al Khobar 31952 الخبر 7926 Al Aqrabiyah Dist. Building 500 2nd Floor P.O Box 4 0 0 6 5 ص ب
Fax. +966 13 333 0380 ☎ Telephone Numbers: 896-666 / 896-6877 / 896-6799 Extension Numbers: 3010 / 3039 local 21

Deanship of Quality and Academic Accreditation • عمادة الجودة والاعتماد الأكاديمي
Dammam 34212 - 6356 الدمام National Address 3085 D3 - Supportive Deanship Building P.O Box 1 9 8 2 Dammam 3 1 4 4 1
Fax. +966 13 333 0380 ☎ Tel. +966 13 333 2500

✉ qaa@iau.edu.sa 📱 @DQAA_IAU 🌐 facebook.com/dqaa.iau.3 🌐 linkedin.com/in/dqaa-quality-7ab3b133 📞 whatsapp: 01-333-32500



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“
The EEC-NCAAA is the origin of 17 KPIs listed here, Universities and their Quality Management structures are the stations, and the programs are the destination. The 17 KPIs have been found fit for purpose.
”

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Dammam 34212 - 6356 الدمام National Address 3085 D3 - Supportive Deanship Building P.O Box 1982 Dammam 31441
Fax. +966 13 333 0380 Tel. +966 13 333 2500

✉ qaa@iau.edu.sa @DQAA_IAU facebook.com/dqaa.iau.3 linkedin.com/in/dqaa-quality-7ab3b133 whatsapp: 01-333-32500



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We explored the principles of benchmarking.
Attention was drawn to two cardinal features.

1. Without its benchmark, a KPI remains a half-baked cake.
2. "Flexibility and responsiveness to KPI's must be maintained as circumstances require".

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Fax. +966 13 333 0380 Tel. +966 13 333 2500

✉ qaa@iau.edu.sa @DQAA_IAU facebook.com/dqaa.iau.3 linkedin.com/in/dqaa-quality-7ab3b133 whatsapp: 01-333-32500



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A benchmark is a reference (EEC-NCAAA). For each KPI, five levels of benchmarking are prescribed. The three criteria set for selecting external program(s) merely stand for “birds of the same feather flock together.

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✉ qaa@iau.edu.sa 🌐 @DQAA_IAU 📺 facebook.com/dqaa.iau.3 🌐 linkedin.com/in/dqaa-quality-7ab3b133 📞 whatsapp: 01-333-32500



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