

# DESIGN AND BUILD KPIs: Practical Application Of KPIs In Plantation Management



**SPEAKER : MR. P. RAJOO**

**VENUE: ISP HEADQUARTERS**  
SUITE 3A01, LEVEL 3A, PJ TOWER, AMCORP TRADE CENTRE  
18 PERSIARAN BARAT, 46050 PETALING JAYA, SELANGOR

**14 – 15 OCTOBER 2024**

## INTRODUCTION

'KPI'. 'Key performance Indicator' (or **KPI**) is a metric which is one of the most important indicators of the current performance level of an individual, department and/or a company in achieving goals.

Key performance indicators, or **KPIs**, give managers and executives a way to measure the **company's productivity**.

These metrics may be used to compare ...or benchmark best practices in the industry to improve **operational challenges**.

- Process/ cost efficiency
- Compliance
- Lean operations.....reducing wasteful activities

The road to business failure is often paved with good intentions, as the drivers of business processes don't always keep an eye on the path they are taking.

- Cost
- Yield
- Time to delivery
- Quality
- Buyers Value
- Volume
- Compliance

In this practical workshop, you will be learning to translate your **plantations strategy** into **operational objectives, KPIs, target and initiatives** to gauge progress, we refer these gauges as performance framework.

## TARGET AUDIENCE

- Plantation Managers, R&D Executives, Strategic Department, Mill Manager, General Managers

## TRAINER'S PROFILE

### Mr. P. Rajoo

- Mr P. Rajoo is an experienced management consultant in STRATEGIC MANAGEMENT. Since the early days of his career, he has been involved in Corporate Performance Management to set up strategic direction and process measurement and align them with reward management.
- Prior to consulting career, Mr P Rajoo had gained 20 years experience in multinational semiconductor environment, providing strategy, process and capability performance improvement services to the organisation.
- Mr P Rajoo has facilitated in design and built roll out for EPF, MRCP, Harris Conductor, Petro Vietnam, Affin Bank, Government of Brunei and agencies in Sarawak.

Time	Activities
<b>Day 1</b>	
9.00 am – 9.30 am	<b>Ice Breaking</b>
9.30 am – 10.30 am	The Plantation Business Model: Plantation & The Customer
11.00am - 12.00pm	Introduction to Business Drivers in the Plantation Business Why Need Measurement Framework?
12.00 pm – 1.00 pm	KPIs must reflect the plantation business to trigger The Reporting Matrix
1.00 pm- 2.00 pm	Break
2.00 pm-5.00 pm	Workshop Practice 1
<b>Day 2</b>	
9.00 am – 11.30 am	Review Day 1 Workshop Practice 2
11.30 am- 1.00 pm	Workshop Practice 3
1.00 pm – 2.00 pm	Break
2.00 pm – 4.30 pm	Workshop Practice 4
4.30 pm – 5.30 pm	Evaluation

## LEARNING OUTCOMES

Able to use a SWOT to map the **Strategic Issues** in the plantation practices

- What is working well in our practices?
- What are we trying to accomplish?
- Are we measuring the right things?

Able to Recognize and Understand the current process capabilities and how to think different to approach using **KPI Framework to measure progress**

- Map the plantation process
- Review the issues/ challenges limitations/ constraints
- State the Purpose

Develop skills to identify and develop KPI in the process

- Operational KPIs to focus the plantation business
- Individual KPIs to measure individual performance and potential challenges

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## REGISTRATION FORM

Please register the following personnel to attend the training as above. Please photocopy for multiple bookings.

Name: \_\_\_\_\_  
I/C.: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile No.: \_\_\_\_\_  
Member: **RM864.00** (Membership No.: \_\_\_\_\_)  
Non-Member: **RM1,080.00**

Name: \_\_\_\_\_  
I/C.: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile No.: \_\_\_\_\_  
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Member: **RM864.00** (Membership No.: \_\_\_\_\_)  
Non-Member: **RM1,080.00**

**\*\*\*All fees are inclusive of 8% Sales and Service Tax (SST) for Malaysians only.**

Company Name: \_\_\_\_\_  
Person in Charge: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Company's Stamp/Signature:

### PAYMENT METHOD

- HRDC's Grant
- Cash (Walkin only)
- Online Transfer
- ATM Transfer
- Cheque/ Bank Draft)  
(Cheque/ Bank Draft No.: \_\_\_\_\_)

Credit Card  Visa  Mastercard  
Card No.: \_\_\_\_\_  
Cardholder's Name: \_\_\_\_\_  
Bank's Name: \_\_\_\_\_  
Expiry Date: \_\_\_\_\_/\_\_\_\_\_(mm/yy)  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Amount: RM \_\_\_\_\_

Payment can be made to **ISP Management (M) Sdn Bhd** bank account  
**AMBANK ISLAMIC BERHAD/AMBANK BERHAD 888-101-596-8511**

**\*\* Please return the registration form and provide proof of payment to emails below**

### TERMS AND CONDITIONS

- Request for cancellation must be made in writing.
- 100% refund will be made for written cancellation received 6 days before the day of the Training. Refund will be issued after the Training.
- No refund will be given for cancellation received after the Training. However, replacement is acceptable; please forward the replacement name to emails below.
- The registration form serves as the official invoice.
- All membership subscription should be paid before the day of the Training to entitle for members' rate, or else, non-members' rate will be applied.
- The Organiser shall not be held responsible for whatever cost (hotel reservation/ flight ticket) incurred by participants.
- The Organiser reserves the right to make changes to courses without prior notice whether in terms of date, time, venue or any other aspects.

Registration must be done by faxing/emailing the registration form to the following:

**For ENQUIRIES/ REGISTRATION:** **Ms. Nadhira**  
[nadhira@isp.org.my](mailto:nadhira@isp.org.my)  
**03-7955 5561** **En. Rizal**  
[rizalhisham@isp.org.my](mailto:rizalhisham@isp.org.my)

For office use only:  
Date :\_\_\_/\_\_\_/\_\_\_  
Inv. No.: \_\_\_\_\_  
OR No.: \_\_\_\_\_

**DEADLINE**  
**10<sup>th</sup> OCT 2024**