



LEADERSHIP AND MANAGEMENT

Performance Measurement in Public Sector

Course code: LM-034

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Public sector organizations are expected to deliver high-quality services, use public resources efficiently, and demonstrate accountability to citizens and stakeholders. Effective performance measurement helps government entities track results, improve service delivery, support transparency, and guide policy decisions. This course provides participants with practical tools to design performance indicators, monitor outcomes, analyse results, and strengthen performance management systems in the public sector.

Why Attend

This course uses an interactive and practical approach through presentations, case studies, group discussions, KPI workshops, reporting exercises, benchmarking activities, and public sector examples.

Who Should Attend

Government Managers
Public Sector Executives
Strategy and Planning Staff
Performance Management Officers
Finance and Budget Professionals
Policy Makers
Anyone responsible for monitoring public sector

— Learning Objectives

- Understand the role of performance measurement in public organizations
- Design meaningful KPIs and service indicators
- Link strategic goals with measurable outcomes
- Improve data collection and reporting systems
- Analyse performance results for better decisions
- Strengthen accountability and transparency frameworks
- Use benchmarking to improve public services
- Build continuous improvement cultures in government entities

Course Outline

**DAY
1**

Foundations of Public Sector Performance Measurement

- Importance of performance measurement in government organizations
- Public value, accountability, and service excellence
- Differences between private and public sector performance systems
- Types of indicators: input, output, outcome, and impact
- Aligning measures with policy and strategic goals
- Common challenges in public sector measurement

**DAY
2**

Designing KPIs and Service Indicators

- Characteristics of effective public sector KPIs
- Building SMART indicators for services and programs
- Leading and lagging indicators in government settings
- Service quality, timeliness, cost, and citizen satisfaction measures
- Risk indicators and compliance metrics
- Exercise: Design KPIs for a public service department

**DAY
3**

Data Collection, Analysis, and Reporting

- Sources of operational and strategic data
- Improving data quality and consistency
- Trend analysis and performance interpretation
- Dashboards and scorecards for public management
- Writing clear management reports
- Presenting results to leadership and stakeholders
- Exercise: Analyse a departmental performance report

**DAY
4**

Accountability, Benchmarking, and Improvement

- Governance and accountability through measurement
- Internal and external benchmarking methods
- Comparing services across departments or regions
- Using results to identify inefficiencies
- Continuous improvement and corrective action planning
- Building a performance-focused culture

DAY
5

Strategy Execution and Future Readiness

- Linking budgets, resources, and performance outcomes
- Performance measurement in policy implementation
- Digital tools and analytics in government performance
- Citizen-focused measurement approaches
- Future trends in public sector performance management
- Final workshop: Build a public sector performance framework
- Course review and action planning

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Amsterdam - Netherlands	€2,100
12 - 16 October 2026	London - United Kingdom	€2,125
9 - 13 November 2026	Kuala Lumpur - Malaysia	€1,400
16 - 20 November 2026	Amsterdam - Netherlands	€2,125
7 - 11 December 2026	London - United Kingdom	€1,925
14 - 18 December 2026	Barcelona - Spain	€2,125
21 - 25 December 2026	London - United Kingdom	€1,925
4 - 8 January 2027	Barcelona - Spain	€1,925

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.