



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



KPI (Key Performance Indicators) Training Certification Course

OVERVIEW



Do you find it difficult to track the outcome of your business strategy? Do you find it difficult to formulate the key indicators for your business, senior management team, and then cascade it to other levels as well?

Do you know that Key Performance Indicators or the KPI's for your business can help you deal with this challenge with ease?

The key to achieving business goals is when the senior management team can define the exact path to success and its measurement criteria for all the stakeholders, and employees of the organization.

This facilitates a culture of open communication, setting the expectations right, and a high-level of employee engagement and commitment.

By undertaking this course, you will gain a better understanding of KPI's, be an expert, and formulate them for your organization/department.

This course on Key Performance Indicators will empower you to drive business productivity. This will also help you address the challenges at any stage or module of your business strategy timely and thus ensure the success of your organization's blueprint.



COURSE OBJECTIVES

The completion of this course will make it possible for you to:

- Understand the impact of KPI's on your business
- Design a Performance Measurement System to drive business productivity for all the stakeholders
- Define, develop, and facilitate the KPI's Selection Process, and its Documentation
- Understand and counter the challenges in the process
- Practical application of the learnings

TRAINING METHODOLOGY

- We customize the training as per your specific industry requirements. The presentation led by the instructor is highly interactive.
- This is further complemented by the inclusion of several management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions.
- Your exposure gets better when participants across other industries share their experiences in the group as well.





ORGANISATIONAL BENEFITS

By deciding to undertake this course, the organisation will accrue the following benefits:

- Embed the business metrics into the strategy, and Performance Management System of the organisation
- Promote a culture of performance, Continuous Learning, Transparency, and Open Communication
- Alleviate risk and uncertainty to the achievement of business objectives

PERSONAL BENEFITS

Participants will derive the following Personal Benefits from this course:

- Monitor the performance of the department, team, and self in the organization
- Timely Course correction to achieve the expected results
- Be on the path of continuous learning
- Enhances the productivity and morale of the team



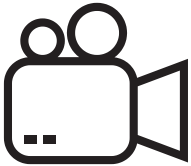


WHO IS THIS PROGRAMME FOR?

We recommends this course for:

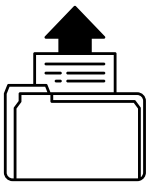
- Directors, C- Level Executives
- Senior Management Team
- Heads of the Departments
- Strategic Planners, Business Analysts
- Existing Managers, Supervisors and those who are managing the teams
- Those who wish to manage the team in the future
- Anyone whose role includes the development and deployment of the Performance Management and Performance Measurement System

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : INTRODUCTION, CONTEXT, KEY TERMS

Module 2 : CONSTRUCTION OF KPI

Module 3 : THE KPI TEAM, DOCUMENTATION AND REPORTING

Module 4 : COMMUNICATION for KPI's



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

Lihat Video >>



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

Lihat Video >>



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

Lihat Video >>



OY! Indonesia

Training Contact Center Agent Professional

Lihat Video >>

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluh kesah.

OUR CLIENT

The image displays a large collection of logos for various companies and organizations, arranged around a central map of Indonesia. The logos include:

- ProDigi**, **BCA**, **OYO!**, **Pertamina**, **Nara**, **Wearing Klamby**, **J&T EXPRESS**, **Wika**, **id**, **PANDI**
- bulir padi FOUNDATION**, **PT WISATA KARNA (Persero) Tbk**, **SAVA**, **syngenta**, **BNI Syariah**, **HUAWEI**, **RS UMMI**, **batan**, **KIPK**
- AEON MALL**, **BAZNAS**, **AQUA**, **MAP**, **Mitra Adiperkasa**, **HERBALIFE NUTRITION**, **PERTAMINA**, **RUMAH SAKIT UNIVERSITAS INDONESIA**, **ANGKASA PURA II**, **FUJIKURA KASEI**
- DELL**, **Sribu**, **bilibli.com**, **SICEPAT**, **Telin Malaysia**, **BNI Asset Management**, **indosat OOREDOO HUTCHISON**
- SIAPKERJA**, **KREATIF**, **kelascinta**, **ROYAL KLININGGAH**, **ASTRA**, **BPJS Ketenagakerjaan**, **YAPPIKA**
- Danamon**, **Lion Air**, **LOTTE Mart**, **I CAN READ**, **PT FREEPOR INDONESIA**
- Telkom Akses**, **Justika**, **by HUKUMONLINE.COM**

The map of Indonesia features several yellow location pins, indicating the presence of these clients across the country.



Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke email: **marketing@jicsi.co.id**

LOKASI

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Kantor 2

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