Agile Metrics & KPIs Training Course

Professional Development Training Course Outline

Category	Project Management	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Agile Metrics & KPIs are essential tools for organizations seeking to measure, monitor, and enhance the performance of Agile teams, programs, and portfolios. In a fast-paced digital and project-driven environment, understanding the right metrics allows organizations to optimize delivery, increase transparency, and drive continuous improvement across all Agile initiatives. Agile Metrics & KPIs Training Course equips participants with knowledge of key performance indicators, leading and lagging metrics, and practical dashboards to track team productivity, quality, velocity, predictability, and customer value. Through hands-on exercises, participants learn to select, implement, and interpret Agile metrics that align with organizational objectives, enhance decision-making, and promote accountability.

The course also emphasizes the strategic use of KPIs to identify bottlenecks, improve resource allocation, and foster a culture of high performance in Agile transformations. Participants will explore advanced metrics, value-based measurement, and scaling frameworks to monitor multiple teams and portfolios effectively. Case studies and practical scenarios demonstrate how organizations can link KPIs to business outcomes, improve predictability, and achieve sustainable Agile adoption. By the end of this course, learners will be able to design a comprehensive Agile metrics program that drives efficiency, quality, and continuous improvement across their organization.

Programme Curriculum

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Course Objectives

1. Understand the principles and benefits of Agile metrics and KPIs in project delivery.
2. Identify leading, lagging, quantitative, and qualitative metrics for Agile teams.
3. Apply metrics to track team productivity, quality, and predictability.
4. Measure business value delivery using Agile KPIs.
5. Implement metrics for portfolio and program-level performance tracking.
6. Design dashboards to monitor real-time Agile progress.
7. Interpret metrics data to support continuous improvement initiatives.
8. Evaluate the effectiveness of Agile processes and identify bottlenecks.
9. Align metrics with organizational goals and strategic priorities.
10. Integrate metrics with Agile scaling frameworks such as SAFe, LeSS, or Spotify.
11. Use Agile KPIs to drive decision-making in resource allocation.
12. Promote transparency and accountability through effective reporting.
13. Apply metrics ethically and avoid misinterpretation or misuse in Agile teams.

Organizational Benefits

- Enhanced transparency across teams and portfolios
- Improved predictability of delivery and project outcomes
- Increased efficiency and reduction of operational bottlenecks
- Optimized resource allocation based on real-time insights
- Better alignment of Agile initiatives with organizational strategy
- Higher product quality and customer satisfaction
- Stronger performance monitoring and accountability culture
- Continuous improvement driven by data-backed decisions
- Reduced risk through early identification of performance issues
- Improved adoption of Agile practices across departments

Target Audiences

- Agile coaches and Scrum Masters
- Project and program managers

- Product owners and product managers
- Portfolio managers and PMO staff
- Team leads and development managers
- Business analysts and quality assurance professionals
- Organizational change managers
- Executives and senior leaders overseeing Agile transformations

Course Duration: 10 days

Course Modules

Module 1: Introduction to Agile Metrics & KPIs

- Overview of Agile principles and performance measurement
- Role of metrics in Agile adoption and continuous improvement
- Types of Agile metrics and KPIs
- Benefits and challenges of measuring Agile performance
- Establishing a metrics-driven culture in Agile teams
- Case Study: Implementing Agile metrics in a mid-size software firm

Module 2: Team-Level Metrics

- Measuring team velocity and throughput
- Tracking sprint predictability and cycle time
- Monitoring work in progress and task completion rates
- Assessing quality through defect density and test coverage
- Evaluating team collaboration and engagement
- Case Study: Improving team predictability using sprint metrics

Module 3: Product & Delivery Metrics

- Measuring product value delivery and business impact
- Tracking feature completion and release progress
- Assessing customer satisfaction and feedback loops
- Monitoring release predictability and delivery frequency
- Using burnup and burndown charts for tracking progress
- Case Study: Enhancing product delivery using value-based KPIs

Module 4: Portfolio & Program Metrics

- Metrics for multi-team and portfolio-level monitoring
- Tracking program predictability and delivery health
- Portfolio throughput and capacity planning

- Evaluating strategic alignment with business objectives
- Using cumulative flow diagrams for portfolio insights
- Case Study: Portfolio-level KPI dashboard implementation

Module 5: Leading vs Lagging Metrics

- Understanding predictive vs outcome metrics
- Identifying metrics that drive proactive decisions
- Using leading indicators for continuous improvement
- Aligning lagging metrics with business outcomes
- Avoiding common pitfalls in metrics selection
- Case Study: Balancing leading and lagging metrics in Agile adoption

Module 6: Velocity & Predictability Metrics

- Measuring sprint and release velocity trends
- Analyzing predictability of delivery and capacity planning
- Estimating work completion based on historical data
- Improving forecasting accuracy using velocity metrics
- Monitoring deviations and corrective actions
- Case Study: Predictive analytics to enhance release planning

Module 7: Quality Metrics in Agile

- Tracking defect density and failure rates
- Measuring code quality and test coverage
- Monitoring technical debt and maintainability
- Evaluating impact of quality metrics on delivery speed
- Integrating automated testing metrics in Agile reporting
- Case Study: Reducing defects using quality-focused metrics

Module 8: Customer Value Metrics

- Measuring delivered business value and ROI
- Customer satisfaction surveys and NPS tracking
- Mapping features to strategic goals and value outcomes
- Using feedback loops for continuous improvement
- Monitoring adoption and usage metrics
- Case Study: Aligning metrics to maximize delivered business value

Module 9: Agile Scaling Metrics

- Tracking metrics in SAFe, LeSS, or Spotify model environments
- Coordinating multi-team dependencies and deliverables
- Portfolio and program KPI alignment
- Monitoring cross-team performance and risks
- Scaling dashboards for enterprise-level insights
- Case Study: Scaling Agile metrics across multiple teams

Module 10: Continuous Improvement Metrics

- Metrics to identify bottlenecks and inefficiencies
- Root cause analysis using KPI trends
- Driving process improvement based on data
- Using metrics to validate Agile transformations
- Establishing metrics review and retrospective processes
- Case Study: Continuous improvement using KPI-driven retrospectives

Module 11: Agile KPI Dashboards

- Designing effective real-time dashboards
- Visualizing metrics for leadership and teams
- Selecting appropriate visualization tools and software
- Integrating team, product, and portfolio metrics
- Monitoring trends and thresholds for alerts
- Case Study: Dashboard implementation for executive reporting

Module 12: Ethical Use of Metrics

- Avoiding misuse and misinterpretation of metrics
- Preventing KPI-driven stress or unhealthy practices
- Ensuring transparency and trust in reporting
- Ethical considerations in team performance measurement
- Promoting balanced and holistic metrics use
- Case Study: Ethical considerations preventing team burnout

Module 13: Metrics for Remote & Distributed Teams

- Challenges of measuring distributed Agile teams
- Tracking productivity and engagement remotely
- Monitoring collaboration and communication effectiveness
- Adapting dashboards for virtual environments
- Tools for distributed Agile metrics collection
- Case Study: Remote team metrics optimization during digital transformation

Module 14: Data Analytics & Metrics Automation

- Leveraging tools for automated data collection
- Integrating Agile project management and analytics platforms
- Using analytics to identify trends and anomalies
- Predictive analysis for resource allocation and delivery forecasts
- Reporting automation and real-time insights
- Case Study: Automation of Agile metrics reporting using BI tools

Module 15: Implementing an Agile Metrics Program

- Planning a metrics program aligned with business strategy
- Governance and ownership of KPIs
- Training teams to understand and act on metrics
- Continuous review and adaptation of the metrics program
- Linking metrics outcomes to organizational performance
- Case Study: Enterprise-wide Agile metrics program rollout

Training Methodology

- Instructor-led presentations and interactive briefings
- Hands-on exercises with real-world Agile datasets
- Group discussions and collaborative workshops
- Practical case studies for each module to reinforce learning
- Demonstrations of Agile tools, dashboards, and analytics software
- Action planning and feedback sessions for continuous improvement

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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