

## **DESIGNING A BALANCED SCORECARD**

The “Balanced Scorecard (BSC)” has become a standard management practice or a strategic management and measurement system or a strategic planning tool, whatever caption you call it, it is still a management planning tool. Indeed, BSC has a very promising framework to measure and communicate strategy and manage organizational performance improvements is the cornerstone by putting the company’s strategy into action. This program is aimed at people in senior management or executives who are responsible for company growth, business performance and others seeking for “continuous improvement in the organization; senior managers, head of departments and other are looking for scorecard tools and techniques will find this program very beneficial.

### **Key focus**

1. Participants will apply the key performance indicators (KPI) into the scorecard format
2. Examine the corporate vision statement and translate them into strategies and score development
3. Use the balanced scorecard (BSC) to establish a long term plan linking BSC to rewards based on performance measures for employees
4. Design and implement an organizational BSC methods
5. Recognize the significant indicators in the scorecard matrix for actions

### **Who will benefit**

Trainers or person in charge of training be it human resource, customer service, technical, medical, teaching, lecturing and any other functions associated with training. This course is ideal for beginners and training administrators who lack training in training needs analysis.

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## Day one

### 1. Introduction and Overview of Balanced Scorecard (BSC)

- ▶ What is a balanced scorecard and why you need it
- ▶ The benefits of using BSC
- ▶ The conceptual work of BSC
- ▶ The Four Perspectives in Balanced Score Card
- ▶ Strategic Maps - the foundation of the Balanced Scorecard
- ▶ How to link the perspectives

0900-1030

*Morning tea break*

1030-1045

### 2. Designing a Balanced Scorecard System

- ▶ Define organization vision, mission, strategy
- ▶ Develop performance objectives, measures and goals
- ▶ Examples and exercises to develop mini scorecard

1045-1300

*Lunch*

1300-1400

### 3. Designing Key Performance Indicators Distributed Among Four Perspectives

- ▶ Customer
- ▶ Financial
- ▶ Internal business processes
- ▶ Learning and growth
- ▶ Why are KPIs needed
- ▶ What can KPIs help

1400-1530

*Afternoon tea break*

1530-1545

### 4. Balanced Scorecard Methodology

- Examine the performance measurement
- Performance management goals
- Distribute the indicators in the balanced scorecard four perspectives
- Implementing a balanced scorecard – the steps

1545-1700

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**Day two**

**5. Selecting the Right Measures**

- ▶ Selecting performance indicators measurements
- ▶ Attribute of good measures
- ▶ Category of Performance Measures
- ▶ Types of Key Performance Indicators

0900-1030

*Morning tea break*

1030-1045

**6. Objective statment**

- ▶ How to Establish Objective Statement
- ▶ Establish specific objective statements in relation to the different type of measure
- ▶ Determine Specific Measure for Each Objective and Instrument For Each Measure

1045-1300

*Lunch*

1300-1400

**7. Data Collection Methods**

- ▶ Basic principles
- ▶ Qualitative measurements and date
- ▶ Survey methodology
- ▶ Linking rewards to performance
- ▶ Reporting the balanced scorecard results
- ▶ Maintaining the balanced scorecard results

1400-1530

*Afternoon tea break*

1530-1545

**8. Group Project Exercise**

- ▶ Designing our own BSC (Balanced Scorecard)
- ▶ Designing your department scorecard
- ▶ Designing your KPI's and measures for scorecards

1545-1700

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