



HOSCA

management consultants



## ***BUILDING AND IMPLEMENTING BALANCED SCORECARD***

### **AIM AND APPROACH:**

This course shows how to build and implement a balanced scorecard strategic management system for the organisation.

### **PROGRAMME OBJECTIVES:**

- Basic concepts of the balanced scorecard and how it can be used to improve organisation performance
- How the balanced scorecard applies to different types of organisations
- How to build and implement a balanced scorecard
- How to develop key performance measures for monitoring organisations strategy and processes
- Begin building a balanced scorecard for your organisation
- How a scorecard system can drive performance-based budget and employee accountability

### **AUDIENCE:**

Staff that is interested in modern, measurement systems and can see the applicability of scorecards to their own function or improvement project.

### **DURATION:**

1 Day

### **AGENDA:**

- Introductions / Objectives / Agenda
- **Balanced Scorecards**  
Understand the key concepts of the balanced scorecard
- **Implementing the Balanced Scorecard process**  
Learn a systematic process for building and implementing the balanced scorecard
- **Performance Measurement**  
Learn how to measure and monitor performance of the key elements of the organisation using the balanced scorecard approach
- **Building the Balanced Scorecard**
  - Using an organisational assessment to set vision, mission and strategy
  - Developing your organisation's strategy themes and perspectives
  - Developing objectives and performance drivers from strategic goals
  - Strategic mapping – developing cause-effect relationship among the objectives
  - Choosing performance measures, targets and thresholds
  - Choosing initiatives



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## ***BUILDING AND IMPLEMENTING BALANCED SCORECARDS cont'd***

### **AGENDA cont'd:**

- **Implementing the Balanced Scorecard**
  - Implementation issues
  - Aligning strategy and work throughout the organisation
  - Collecting, verify and validating performance data
  - Transforming data into information
  - Developing an internal and external communication plan
  - Cascading the scorecard throughout the organisation
  - Employee motivation
  - Linking strategy to resource decision
  - Scorecard roll out, training and change management
  - Using performance information to improve organisation performance

### **METHODS:**

This is a practical workshop that uses case study and relevant examples to illustrate the learning points. The use of the Performance Improvement Toolkit will be emphasised during the workshop.

