

Enhancing Enterprise Excellence Via Balanced Scorecard

[2 Days Interactive Experiential Learning Workshop; ~2 Hours Per Topic With Role-Plays, Case Study Report-Outs & Video Analysis]

Harvard professors Robert Kaplan and David Norton developed the Balanced Scorecard (BSC) to help translate corporate vision and strategy into action. This technique can make strategic planning a core part of any business. More than 50 percentage of Fortune 1000 companies use BSC to measure business performance. Kaplan and Norton created a way to look at business strategy that digs deeper than just the financials!



Global Surveys indicate that the Employee Costs of the Knowledge based Corporations are around 40% of the entire corporate expense! That said, to drive Strategic Performance Management progressing towards Enterprise Excellence, one would agree that it becomes inevitable to measure the RoI (Return on Investment) and RoKI (Return on Knowledge Invested) WRT Human / Intellectual Capital enabled by Learning & Development that leads to Process Innovation, Customer Centricity and Financials.

BSC is a Performance Management System for Strategy Execution that can be effectively used in any size organization to align vision and mission with customer requirements and day-to-day work, manage and evaluate business strategy, monitor operation efficiency improvements, build organizational capacity, and communicate progress to all employees.

BSC allows us to measure financial and customer results, operations, and organizations overall performance capacity and capability.

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From a Performance Management perspective, the BSC provides the baseline for performance measurement, and according to industry research, many companies who adopt the BSC are satisfied with the method and plan to continue its use.



You name it 'Enterprise Performance Management', 'Business Performance Management', or 'Corporate Performance Management'; no one can deny that the ability to use BSC to measure performance from financial, customer, operational, and innovation perspectives becomes very invaluable!

Learn from this workshop how to Enhance Enterprise Excellence and Reap Returns!

Who Should Attend:

1. HR - Staffing, Recruitment, Development, Compensation & Benefits Teams
2. Competency, Learning & Talent Development Teams
3. Quality, Technical & Functional Line Managers
4. Project, Program, Account & Portfolio Management - Mid to Senior Level Executives
5. Program Management Office (PMO) - Corporate Biz Analytics, Biz Intelligence & Dashboard Teams

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Learning Objectives:

Following are the key aspects and insights that you can expect from this *'Enhancing Enterprise Excellence - The BSC Way!'* Workshop:

1. Balanced Scorecard Journey - First, Second & Third Generation BSC
2. Balanced Scorecard's Four Perspectives - Financial - Customer - Internal Business Process - Learning & Growth
3. Balanced Nine-Steps to a successful BSC:

Phase I - BUILDING THE BALANCED SCORECARD

- Step 1: Conducting an Organizational Assessment
- Step 2: Defining Strategic Themes
- Step 3: Choosing Perspectives and Developing Objectives
- Step 4: Developing a Strategic Map of the Organization
- Step 5: Defining Performance Measures
- Step 6: Developing Initiatives

Phase II - IMPLEMENTING THE BALANCED SCORECARD

- Step 7: Computerizing and Communicating Performance Information
 - Step 8: Cascading the Scorecard throughout the Organization
 - Step 9: Using Balanced Scorecard [BSC] Information to Evaluate and Improve Performance
4. Phases to Build a Strategy Focused Organization [SFO]: Unfreeze (Mobilization Phase) - Change (Alignment Phase) - Sustain (Sustenance Phase)
 5. Using Strategy Maps & BSC to Communicate Organization Objectives: Select & Manage Initiatives - BSC for Performance Measurement & Management
 6. Enhancing Enterprise Excellence By BSC: Business Success Metrics– Measures / KPI Across Perspectives – Implementing BSC in 16 to 20 Weeks!
 7. Linking Employee Engagement & Compensation to BSC; Improving Efficiency & Effectiveness By BSC as a Change Agent to enable Performance Culture
 8. Best Practices & Lessons Learnt from BSC Implementations

These key BSC insights will help you refocus your company strategy, drawing your entire workforce together into a united, highly motivated team to align and deliver the corporate objectives.

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Better cooperation among your managers, supervisors and employees, leading to better coordination and less internal competition results in multi-fold productivity increase.

As every employee come aboard with the BSC way of accomplishing things, organizations can see overhead decrease that in turn results in delivery and operational excellence.

On completing this workshop, participants will be able to put into use the Balanced Scorecard to realize the strategic alignment of goals, initiatives, people, processes and systems throughout the organisation!

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