

Balanced Scorecard as the Performance Booster

- Do you think the Balanced Scorecard has become outdated in today's performance management landscape?
- Are you interested in learning how the Balanced Scorecard can actually boost your organisation's performance in the modern era?
- Would you like to explore step-by-step how to design indicators that translate strategy into measurable results?

Introduction

The Balanced Scorecard is often misunderstood as just another metrics project, but in reality, it is a powerful framework that aligns organisational strategy with execution. Far from being outdated, it continues to be one of the most effective tools for performance management—especially when adapted to today's business challenges. By integrating financial and non-financial measures, the Balanced Scorecard creates a clear link between strategy, processes, and outcomes. This program takes participants through the essentials of performance measurement and guides them step-by-step in developing a Balanced Scorecard that fits their organisation. Along the way, you will explore how to build support across teams, generate enthusiasm for change, and design meaningful indicators that accurately reflect strategic objectives. With an emphasis on modern applications, the program also demonstrates how the Balanced Scorecard can be adapted to the demands of the digital and industrial revolution, ensuring that organisations remain agile, innovative, and performance-driven.

Program Objectives

This program aims to:

- Understand the concept of the balanced scorecard
- Maximising performance and maintaining results

Learning Outcomes

After completing this program, participants should be able to:

- Plan and conduct balanced scorecard independently
- Manage and conduct balanced scorecard independently

Who should attend?

First-line management, middle management, and anyone who would like to apply a balanced scorecard in their organisation

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	<p>Performance Appraisal: Back to the Fundamental</p> <p>This module looks into the performance measurement and the need for a balanced scorecard. The participants would make balanced scorecard as an enduring management tool</p>
10.30am-11.00am	Break and Networking
11.00am-1.00pm	<p>Fundamental of Balanced Scorecard</p> <p>Before building a balanced scorecard, the participants need to look into the mission, values, vision and strategy of the organisation. In this module, the participants would need to develop performance objectives and measures.</p>
1.00pm-2.00pm	Lunch Break and Networking
2.00pm-3.30pm	<p>What Comes Around Goes Around: Relationship between performance and the organisation direction.</p> <p>In this module, the participants would be finalising measures and developing cause and effect linkages between performance and the organisation direction.</p>
3.30pm-4.00pm	Break and Networking
4.00pm-5.00pm	<p>Achievable and Measurable Target</p> <p>In this module, the participants would start setting targets and prioritising initiatives according to the direction of the performance. The weight and the ratio of the contribution of each unit of activities are</p>

	determined in this module.
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Time	Day Two
9.00am– 10.30am	<p>Scorecard in Action</p> <p>In this module, the participants would cascade the balanced scorecard to build organisational alignment and use the balanced scorecard to strategically allocate resources.</p>
10.30am-11.00am	<p>Break and Networking</p>
11.00am-1.00pm	<p>Performance and Strategies</p> <p>There is always a link between the rewards to the performance. Hence, in this module, the participants would learn how to use direct and indirect motivation strategies in the employee compensation scheme.</p>
1.00pm-2.00pm	<p>Lunch Break and Networking</p>
2.00pm-3.30pm	<p>Maintaining the Balanced Scorecard</p> <p>In this module, the participants would address the way forward and the sustainability strategies to address the financial perspectives, learning and growth, internal business process and customers.</p>
3.30pm-4.00pm	<p>Break and Networking</p>
4.00pm-5.00pm	<p>Balanced Scorecard and the AI Business World</p> <p>In this last module, the participants would learn how to apply technology to facilitate the process from forming, monitoring and evaluating balanced scorecards.</p>