

Balanced Scorecard & Performance Measures Workshop



(Criteria for Performance Excellence, Categories 2, 4 and 7)

What is a Balanced Scorecard

The Balanced Scorecard (BSC) is a strategic planning and management tool that allows an organisation to monitor its performance against its strategic goals. The BSC monitors financial and nonfinancial measures against target values to provide a single concise report. The BSC reviews an organisation's vision and strategy while providing a method to align an organisation's business activities with that strategy.

The BSC can be applied to any organisation regardless of size, type or sector

WORKSHOP OUTLINE

This workshop covers the processes of creating a Balanced Scorecard (BSC) in your organisation with links to the organisation's mission, vision and key objectives. This workshop will provide you with

- an understanding of the basic concepts of a balanced scorecard
- how to create and implement a balanced scorecard
- understanding the linkages with a balanced scorecard and your organisation's performance
- how to develop and understand performance measures
- how to use a balanced scorecard to drive performance in an organisation
- the benefits of a balanced scorecard

WORKSHOP OUTCOMES

- Attendees will be able to describe the key concepts of the BSC
- Attendees will be able to describe the concepts of performance measurement and strategic planning and how applying a BSC will support this.
- Attendees will be able to build a BSC, using the vision mission and objectives of the business
- Attendees will be able to appreciate the challenges of integrating a balanced scorecard
- Attendees will be able to track a BSC and ensure your organisational needs are being addressed or when issues arise, how they may be addressed.

The New Zealand Business Excellence Foundation is committed to assisting New Zealand organisations realise their full potential, with Foundation membership open to all New Zealand organisations.

The Foundation's mandate is to assist New Zealand organisations improve their performance & capabilities by providing a best practice business framework & by offering support, training, assessment services, access to Award programmes and networking with like-minded organisations.

WORKSHOP DETAILS

AUCKLAND **10 March 2010** **1:30 pm-4:30 pm**
Auckland Conference Centre, 27-33 Ohinerau St, Remuera

HAMILTON **11 March 2010** **1:30 pm-4:30 pm**
Wintec Campus, Events Room 2, Bill Gallagher Centre, Enter Gate 5

WELLINGTON **17 March 2010** **1:30 pm-4:30 pm**
The Duxton, Wakefield Street, Wellington

CHRISTCHURCH **18 March 2010** **1:30 pm-4:30 pm**
The Millenium, Cathedral Square

YOUR COST TO ATTEND

Balanced Scorecard & Performance Measures Workshop	Members	\$295.00+gst
	NonMembers	\$350.00+gst

If you are also registering for morning workshop session of Developing and Deploying a Strategic Plan	Members	\$500.00+gst
	NonMembers	\$650.00+gst

Discount: A 5% Early Bird discount will apply for registrations received prior to 25 February 2010

WORKSHOP MATERIALS

- A copy of the working manual with workshop slides
- A copy of support material, case studies, relevant articles and templates

The Trainer: **Mike Watson** is the Chief Executive Officer of the New Zealand Business Excellence Foundation, previously Group Strategic Development manager for the Royal & SunAlliance Insurance Group. Mike's career has spanned over 20 years during which time he has consulted internally and externally on Strategic & Operational Planning, Business Improvement, Organisational development, Performance Management, Customer Relationship Management and Project Management. Prior to taking up the CEO's role Mike was the National Adviser to the Foundation on the Evaluation and Awards processes.

Mike has a Post Graduate Diploma in Quality Management and a Diploma in Business Excellence. Mike is a Fellow of the NZ Institute of Management and a CEO mentor. Mike also currently sits on the Steering Group of the NZ Business Capability Partnership, a Government funded public, private sector partnership to build capability in NZ businesses.

