

Learning Outcomes

Upon completion of programme, participants will be able to:

- Understand the strategic importance of Balanced Scorecard
- Appreciate how the 4 perspectives of Balanced Scorecard are superior over traditional measurement systems
- Build strategy map for their organization by defining its mission, values and vision
- Execute strategies in manageable component parts using Balanced Scorecard
- Develop performance objectives and measures
- Use Key Performance Indicators and benchmarking to facilitate continuous improvement
- Provide management team the knowledge required on how to sue the right approach and avoid pitfalls in working with KPIs
- Understand the importance of regularly measuring your group's and individual performance
- Develop cause and effect linkages to ensure the effectiveness of strategy implementation
- Understand how Balanced Scorecard is cascaded down to organisation's budget
- Motivate employees by linking compensation scheme to performance through Balanced Scorecard.

Who Must Attend.

- CEOs, Directors and General Managers
- HR Department Managers and Executives
- Finance Department Managers and Executives
- Sales & Marketing Department Managers and Executives
- Customer Service Managers and Executives
- Anyone that is interested to learn about KPI and Balanced Scoreccard

Course Detail

Day 1:

Module 1: PERFORMANCE MEASUREMENT AND THE NEED FOR A BALANCED SCORECARD

- Origins of Balanced Scorecard
- What is Balanced Scorecard
- The 4 Perspectives of Balanced Scorecard
 - Financial, Customer, Internal Process, Employee Learning and Growth Perspective
- Balance Scorecard As A Communication Tool : Strategy Map
- Balance Scorecard As A Measurement System
- Balance Scorecard As A Strategy Management System
- Cascading The Scorecard Overcome The People Barrier
- Strategic Learning Outcome The Management Barrier
- Cause & Effect In Practice

Module 2: GETTING STARTED TO DEVELOP A BALANCED SCORECARD

- Why Are You Developing A Balanced Scorecard
- Why Balanced Scorecard and Why Not
- Benefits Of Getting Rationale
- Where Do We Build The Balanced Scorecard
- Criteria For Choosing An Appropriate Scorecard Program
- Your Balanced Scorecard Team
- Balanced Scorecard Team Roles & Responsibilities
- Your Balanced Scorecard Development Plan
- Communicating The Balanced Scorecard

Module 3: TRANSLATING VISION, VALUE, MISSION INTO EXECUTION USING BALANCED SCORECARD

- Developing Your Vision Statements
- Vision Statements And The Balance Scorecard
- Developing Your Corporate Value
- Value and The Balanced Scorecard
- Developing Your Mission Statement
- Strategy & The Balanced Scorecard : A Critical Link
- Translating Strategies In The Customer Perspective
- Translating Strategies In The Financial Perspective
- Translating Strategies The Internal Perspective
- Translating Strategies In The Learning & Growth Perspective

Module 4: BUILDING STRATEGY MAP

- What Is Strategy Map
- Why You Need A Strategy Map
- Developing Your Strategy Map
- Developing Objectives For Each Perspective
- Financial, Customer, Internal Process, Employee Learning and Growth

- Perspective
- Developing A Shared Understanding Using Objective Statements

Module 5: CREATING PERFORMANCE MEASURES

- What Are Performance Measures
- Lead and Lag Performance Measures
- Measures for “The 4 Perspectives”
- Finalising Your Balanced Scorecard Measures

Day 2:

Module 6: CONDUCTING EFFECTIVE STRATEGY MAPPING WORKSHOPS

- Customising Your Strategy Map
- Develop Measures & Mapping

Module 7: CREATING KEY PERFORMANCE INDICATORS (KPI)

- Define KPI
- KPI & Organisational Goals
- Key to Organisational Success
- KPI Benchmarking for Continuous Improvement and Setting KPI for Superior Performance
- 7 KPI Rules To Follow
- Criteria To Choose A KPI

Module 8: SETTING DEPARTMENTAL & INDIVIDUAL KPI

- How To Use KPI TO Measure Performance
- Identifying KPI From Current Challenges
- What Are SMART Objectives
- Developing the KPIs : Step By Step Approach
- Identifying The Job Requirements
- KPIs That Can Be Linked To Group Performance & Individual Appraisals
- Formal Performance Measurement System
- Apply A Disciplined Process To Performance Measurements

Module 9: SETTING TARGETS, RESOURCE ALLOCATION, INITIATIVES & BUDGET

- Every Balanced Scorecard Needs Targets
- Different Types Of Targets
- Sources of Target Information
- Annual Resource Allocation & Budget

Module 10: CASCADING THE BALANCED SCORECARD TO BUILD ORGANISATIONAL ALIGNMENT

- What Does That Mean?
- How It Link to Employees
- Focus on “Influence”

- The Objective Of Alignment : Corporate, Departmental & Individual Level
- Review & Evaluate Cascaded Balanced Scorecard
- Top 10 Balanced Scorecard Implementation Issues
- Building An Integrated Balanced Scorecard Management System

Methodology

- Presentation
- Case studies of Malaysian companies
- Action Based Learning In Developing Balanced Scorecard
- Explore Best Practices
- Q&A sessions

Course Leader

MS WENDY TEE

Wendy Tee Leap Sing has over twelve years of experience in senior management and human resources positions for diversified industrial and business environments. Graduated with a Master of Business Administration (UM), Master of Information Technology (UM), Certified Financial Planner (CFP), Certified Business coach (UM), Registered Financial Planner (RFP), Certified Trainer (PSMB) and Certified Advance Human Resource Practitioner (MIHRM), she has undergone intensive academic training in various human development and knowledge improvement.

As a trainer, speaker and consultant, Wendy had spent hundreds of hours in training, speaking and conducting training related to personal development and performance management. Her training sessions are enhanced with trainees getting exposure to personal development, improved service productivity and performance. She commits herself towards creating results in personal excellence and inspiring people to their best at whatever they do. Her vast experience and exposure in different industries has given her an in depth understanding in training and development needs which she delivers with passion, performance, positive, integrity and energetic .

Wendy is actively involved in HR consultancy, management training and research. Her latest responsibility involves the business coaching, business training, management consultancy, management and lecturing of Master of Business Administration (CEMBA) programs for Wawasan Open University. She has experience managing training programs in local universities, in house training and public seminar training. Her expertise include designing training needs assessment, developing training materials, monitoring and tracking of training programs successfulness and implementing training evaluation. Having been trained as a qualified trainer, she has extensive skill and knowledge operations effectiveness, fitness analysis, gap analysis and needs assessments. For the past ten years she has been involved in lecturing and training in Financial Accounting and Reporting Skills, Personal Financial Planning, Corporate Financial Management, Practical Budgeting & Cost Reduction Technique, Mastering Company Accounts for Financial Statement Analysis, Balanced Scorecard linked with Performance Management, Training Need and Analysis, Payroll Administration Techniques and Setting Departmental Key Performance Indicators (KPIs).

Wendy is also a Human Resource consultant and certified trainer now appointed from Pembangunan Sumber Manuasia Berhad (PSMB), National Human Resources Centre (NHRC) and Malaysian Institute of Human Resource Management (MIHRM), providing comprehensive and independent Human Resource advisory to clients. In addition to consulting with and servicing clients, she is responsible for HR training, coaching & advisory for the company. In the area of Human Resource Management, Wendy focuses on Strategic Talent Management, Training and Development Management, Performance Management, Payroll Management and Setting Departmental & Inter Departmental Key performance Indicators (KPIs). Participants in her programs have come from various organization such as Chua Song Seng Group,

CS Yap Metalparts Industrial, The Faceshop, Family store (Melaka), Far East Corrugated Carton Industrial, Piau Kee Live and Frozen Seafoods, Linexcom IT, LMM Marketing, Lott Inspection, Vedel IT Service, Aztel Corporation, Kuroda Electric, Persduri Sdn Bhd, Evershine Stainless Steel, Quality Results, ARL Equestrian, ARL Global, See Song & Sons, Godell Parking (KL).

Wendy is now a Human Resource consultant with Academic Management & Training Services, providing comprehensive and independent Human Resource advisory to clients. She is also pursuing her Doctor of Business Administration (DBA) from Universiti Utara Malaysia (UUM).

Course Fee

Request For Quotation For In-House Programme

Certificate

Upon successful completion of this program, you will receive a Certificate of Attendance.

Certificates are distributed on the final day of the program.

Payment mode:

Please make payment to:

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