

BALANCED SCORECARD

LINKING STRATEGY TO RESULTS

A One-Day Workshop
 Tuesday, April 9, 2002 - 8:00 a.m. to 4:30 p.m.

The Balanced Scorecard has been called “The most powerful integrated performance measurement and management system ever developed.” Introduced by Robert S. Kaplan and David P. Norton, the basic concept behind the Balanced Scorecard approach is that “what gets measured, gets managed.” While some organizations have followed Kaplan and Norton’s exact format, many others have successfully altered the basic framework to reflect their own strategic goals and vision.

This workshop will not only introduce you to the Balanced Scorecard concept as developed by Kaplan and Norton, but will also allow you to understand the process behind developing a customized scorecard for your own organization.

Session Objectives:

Upon completion of this workshop, participants will:

- Gain an understanding of the concept of the Balanced Scorecard and recognize its growing use as a measurement tool in a wide variety of organizations
- Learn how to link key performance indicators to an organization’s mission, vision and strategy
- Have an opportunity to practice developing a set of key performance indicators for realistic case studies
- Leave the session with a framework for developing a coherent set of key performance indicators in their own organizations
- Understand the process for rolling out a Balanced Scorecard strategy within an organization



Workshop Facilitators:

Alice Sayant and **Scott Baldwin** are certified management consultants and co-owners of QSM Quality Services Management Inc. QSM’s services include organizational assessment, consulting, facilitation, and customized training, with a focus on organizational development in two areas - Strategic Quality Management and Change Management.

Alice and Scott have designed and facilitated workshops in a number of quality-related areas including process management, problem solving, quality awareness for leaders, and service quality. Both are Lead Examiners for the Manitoba Quality Awards and are trained ISO 9001:2000 Auditors.

TO REGISTER: Fax your completed form to QNET at (204) 949-4990 or register online at www.qnet.mb.ca

FEES:

- Member \$165.85
(Includes \$10.85 g.s.t.)
- Non-Member \$187.25
(Includes \$12.25 g.s.t.)

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A registration confirmation will be faxed one week prior to the event with location details.