



Internationally Certified Training Programs

Certified Balanced Scorecard Management System Professional (Physical)

Course Introduction

The training course provides you with relevant knowledge on how to develop and implement a Balanced Scorecard System. This course offers a comprehensive overview on the many benefits any organization can extract from the Balanced Scorecard System implementation. A highly interactive learning experience will enable you to grasp the functionality of the Balanced Scorecard, and leverage on its benefits to advance strategy execution. The course focuses on delivering all the information needed to fully comprehend the value of the Balanced Scorecard, as well as on developing the necessary skills for a successful implementation.

Target Audience

Professionals interested in measuring performance:

Professionals interested in Balanced Scorecard Management System from the finance, human resources, production, logistics, information technology and other fields, will acquire the competency to apply all the above- mentioned concepts in their organizations, immediately after the course.

Top/middle/lower management professionals:

Executives or operational managers, regardless of their field of expertise, will gain the ability and knowledge to measure performance and maximize the value of using a sound Balanced Scorecard Management System. The tools and resources offered as part of the training course will enable managers to apply the acquired concepts within their organizations, immediately after the course.

Performance measurement experts:

For professionals like Strategy Manager, Performance Management Officer or Performance Architect, it is important to develop competencies in designing a Balanced Scorecard Architecture, especially in terms of translating the organizational strategy into outstanding results.

Learning Objectives

By the end of this training course, participants will be able to:

- Comprehend fundamentals of a Performance Management System;
- Transpose the organizational strategy into a Balanced Scorecard Management System;
- Learn how to integrate the components of a Balanced Scorecard Architecture;
- Differentiate between objectives, KPIs, and initiatives.

Course Outline

- **01 Day One**

Performance Management System:

Performance Management tool:

- What is the Balanced Scorecard?
- Balanced Scorecard structure and elements;
- The role of the Balanced Scorecard.
- 10 I to implement a Balanced Scorecard Management System

Demonstrate performance leadership:

- Clarify the mandate for improvement.
- Enlist leadership support.
- Build project competency.

Performance Management Audit:

- Strategy and business planning;
- Performance measurement;
- Performance improvement;
- Performance culture;
- Employee performance

Formulate Organizational Strategy:

- Defining strategy;
- Vision and mission statement;
- Organizational values;
- Value drivers;
- Goals and Objectives.

• 02 Day Two

Understanding BSC Management System: Structure Organizational Strategy:

- Desired State of Evolution;
- Strategy Map;
- Scorecard;
- Dashboard;
- KPI Documentation;
- Portfolio of Initiatives;
- Initiative Description

Integrate strategy to organizational system:

- Performance measurement;

- Project management;
- Innovation management;
- Budgeting;
- Human capital;
- Process management;
- Quality management;
- Risk management;
- Stakeholder management

Drive strategy implementation:

- Project reporting;
- Process audits;
- KPIs/metrics monitoring;
- KRIs monitoring.

• 03 Day Three

Implementing and using a BSC:

- Business acumen improvement;
 - Competencies;
 - Capabilities;
 - Mindset;
- Organisational competencies maturity development

Manage performance:

- Data gathering;
- Data analysis;
- Performance reporting;
- Performance reviews;
- Benchmarking

Learn and recalibrate:

- Insights Generation;

- Decision-Making Process;
- Strategy Recalibration;
- Action items implementation & monitoring;
- Modelling Strategy.

Nurture a Performance Culture:

- Communication;
- Education;
- Engagement;
- Gamification;
- Compensation

Review and Certification Exam:

- Course review;
- Certification Exam

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 18, 2025	May 20, 2025	3 days	2900.00 \$	UAE - Dubai
Oct. 1, 2025	Oct. 3, 2025	3 days	1900.00 \$	Malaysia - kuala lumpur