

[HUMAN RESOURCE SERIES]

STRATEGIC MAPS USING KPI AND THE BSC



COURSE OVERVIEW

A Strategic Map is a management tool aimed at organizing a team towards the achievement of their business objectives. It is an ongoing process of monitoring results of work activities, collecting and evaluating performance to determine achievement of goals and using performance information to make decisions, allocate resources and communicate whether or not objectives are met. A properly designed and implemented performance management program, is often linked to a solid Strategic Map – driven by the Balanced Scorecard (BSC). The primary focus of this training is to provide participants with a broad overview of Strategic Maps and linking the map to Balanced Scorecard and KPI imperatives for corporations. The course delivery includes presentations, discussions, case studies and role plays designed to assist participants in applying these concepts at their workplaces.

COURSE OBJECTIVES

- Have a good understanding of the what are strategic maps, the BSC and KPIs
- Understand benefits of having a strategic map and its link to overall divisional and individual performance assessment
- Know how to develop a strategic map and in turn link strategy to performance assessment using the BSC as a tool

TARGET AUDIENCE

Department Heads, Balance scorecard team members, Senior management, managers, executives and those who are involved in evaluating their organisational performance using BSC approach, Managers, Executives, Supervisors.

COURSE OUTLINE

- Module 1: Introduction to Strategy and Strategic Maps
- Module 2: The BSC
- Module 3: Aligning Strategy to BSC and KPIs
- Module 4: Implementation of S-MAPS
- Module 5: Who is Involved

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