

KPI and Balanced Scorecard Training



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OVERVIEW

Key Performance Indicator (KPI) is a performance measurement tool. It helps an organization articulate its business targets. To track key performance indicators, most organizations use balanced scorecards. The overall idea is to provide a management framework to align departmental performance with the organization's strategic objectives by means of, for examples, managing resources, gaining feedback on internal practices, and evaluating financial performance or customer service.

LEARNING OUTCOME

By the end of this course, participants should be able to understand:

01

What are Key Performance Indicators (KPIs)?



02

Why is KPI important to an organization?



03

Concept of Balanced Scorecard and how to make use of it.



COURSE OUTLINE

- 1 What is KPI?
- 2 What are the benefits of KPI?
- 3 How to set KPI.
- 4 What is a Balanced Scorecard?
- 5 The purpose of a Balanced Scorecard.
- 6 The advantages and disadvantages of using a Balanced Scorecard.
- 7 The Balance Scorecard framework and the four perspectives.
- 8 How to implement a Balanced Scorecard.

Course Duration: 3 hours.

Training Approach: Lecture and group discussion.

Target Participants: Managers or above who are involved in performance improvement or strategy execution.

Class Size (max): 20 participants per class.