



Balanced Scorecard (BSC) & Key Performance Indicators (KPI's) to Improve Work Performance and Strategy

استخدام بطاقة الأداء المتوازن (BSC) لقياس مؤشرات الأداء (KPI's) في التحسين المستمر وتحقيق الأهداف الذكية والاستراتيجية

23 – 27 February 2025

Al Khobar / KSA

Introduction

This program offers an extensive training on Confident Leadership in the 21st Century. This course starts with an overview of Strategy, and the issues and difficulties surrounding the traditional mode of its implementation. It then introduces the Balanced Scorecard which is rapidly gaining popularity. Its value proposition is linking Strategy to Operations.

It also explains Performance Focused Leadership and Measurement Metrics including Key performance Indicators to maximize organizational Effectiveness. It explains what makes a leader, the practices and commitments of effective leadership, how to shape organizational excellence, which global competencies are critical to success today.

Objectives

- Strategic Management
- Performance Management
- Measurement Metrics
- Balanced Scorecards
- Key Performance Indicators
- Total Quality Management
- Kaizen Methods
- Leadership Styles and Dimensions
- Charismatic Leadership
- Transforming Followers
- Leadership Performance and Productivity
- Strategic Thinking and Planning

Course Outline

Day One

Strategy and Operations

- Introduction to Business Strategy
- Formulating Strategy
- Strategic Options and commonly used Generic Strategies

The Balanced Scorecard

- Introduction
- Background and history

Day Two

Performance Indicators

- Performance Metrics
- Key Performance Indicators
- Quantitative Indicators
- Practical Indicators
- Directional Indicators
- Actionable Indicators
- Financial Indicators

Day Three

Implementing the KPIs

- Kaizen Performance Leadership Techniques
- Leadership and Strategy
- Total Quality Management
- Supply Chain Management
- New Strategy Formulation
- Strategy Implementation
- Strategy Evaluation and Control

Day Four

Implementing the Balanced Scorecard

- Implementing Strategy
- Implementing the Portfolio of Strategic Initiatives
- Integrating Strategic Initiatives with Operations

Measuring Strategy

- Define Metrics, Measures and Targets
- The Balanced Scorecard in Action
- Conduct Strategic Performance Reviews
- Cascading the Balanced Scorecard

Day Five

The use of the Balanced Scorecard in some Industries

- A Commercial Business – an example
- A not-for-profit Organization – an example

Training Method

A Public Sector Organization – an example

- Pre-assessment
- 35 hours of professional training as required by PMI® to apply for the Exam
- Full interactive training using case studies and live discussions
- Tips and Tricks for the PMP® Certification Exam
- Simulation exams
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7” Tablet containing a copy of the presentation, slides and handouts
- Post-assessment
- Full support after training until you pass the test

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- Technical Session 08.30-10.00 am
- Coffee Break 10.00-10.15 am
- Technical Session 10.15-12.15 noon
- Coffee Break 12.15-12.45 pm
- Technical Session 12.45-02.30 pm
- Course Ends 02.30 pm

Course Fees*

- **2,800 USD**
**VAT is Excluded If Applicable*

المقدمة

تبدأ هذا الدورة بنظرة عامة عن الاستراتيجيات والمشكلات التي تصحب تطبيقها، ثم يبدأ الحديث على بطاقات الأداء المتوازن والتي بدأت في اكتساب شعبية كبيرة، والقيمة التي تقدمها بربط الاستراتيجيات بالعمليات.

كما تشرح الدورة القيادة المرتكزة على الأداء ومعايير القياس الأساسية، وتفسر ما الذي يجعل شخصاً ما قائداً، والممارسات المطلوبة للقيادة الفعالة، وكيفية خلق ثقافة التميز في المؤسسات، وما السمات المؤسسية العامة المطلوبة للنجاح في زمننا المعاصر.

الاهداف

بنهاية هذه الدورة التدريبية، يكون المتدرب قد أصبح ملماً بالتالي:

- الإدارة استراتيجية.
- إدارة الأداء.
- معايير القياس.
- بطاقات الأداء المتوازن.
- مؤشرات الأداء الرئيسية.
- إدارة الجودة الكلية.
- طرق كايزن.
- أنماط القيادة والأبعاد.
- القيادة الكاريزمية.
- الأداء القيادة للوصول لأعلى إنتاجية.
- التفكير الاستراتيجي والتخطيط.