

Course No. 1696

Balanced Scorecard & Performance Measurement Training Course

GOVERNMENT STRATEGY & PERFORMANCE MANAGEMENT
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Balanced Scorecard & Performance Measurement Training Course provides a comprehensive and practical framework for translating organizational strategy into measurable objectives, performance indicators, targets, initiatives, and management actions. The course enables government entities, public-sector organizations, and large institutions to establish structured performance measurement systems that connect strategic priorities with operational execution and organizational results.

Effective performance management requires more than tracking financial or operational figures. Organizations need a balanced view of performance that considers strategic objectives, stakeholder expectations, internal processes, organizational capabilities, service quality, and resource utilization. The Balanced Scorecard provides a structured approach for connecting these dimensions and creating a clear line of sight between strategy and day-to-day performance.

The program examines the principles and application of the Balanced Scorecard, including strategic perspectives, strategic objectives, strategy maps, Key Performance Indicators, targets, initiatives, performance ownership, and reporting mechanisms. Participants will learn how to translate strategic priorities into measurable performance frameworks and establish indicators that provide meaningful information for management decisions.

The course places particular emphasis on performance measurement governance and the practical use of performance information. Participants will explore how to select relevant KPIs, establish baselines and targets, monitor performance trends, analyze deviations, identify performance gaps, and develop corrective actions. The program also addresses common challenges such as excessive indicators, poorly defined measures, unclear accountability, and weak alignment between strategy and operational performance.

Through practical case studies, strategy mapping exercises, KPI development, performance analysis, and executive workshops, participants will develop the capability to design, implement, and improve Balanced Scorecard and performance measurement systems. The course is suitable for ministries, government authorities, public-sector organizations, regulatory bodies, banks, oil and gas organizations, and large corporations seeking stronger strategic alignment, accountability, and performance visibility.

Objectives

- Analyze the principles, components, and applications of the Balanced Scorecard in public and corporate environments.
- Assess organizational strategies and translate strategic priorities into measurable performance objectives.
- Develop strategy maps that demonstrate cause-and-effect relationships between strategic objectives.
- Design relevant Key Performance Indicators aligned with strategic and operational priorities.
- Establish appropriate baselines, targets, measurement frequencies, data sources, and performance ownership.
- Evaluate the quality and relevance of existing performance indicators and identify opportunities for improvement.
- Apply Balanced Scorecard perspectives to assess financial, stakeholder, internal process, and organizational capability performance.
- Analyze performance results and identify trends, deviations, and strategic performance gaps.
- Develop corrective actions and strategic initiatives to address underperformance.
- Strengthen performance reporting and executive decision-making through structured dashboards and scorecards.
- Establish governance mechanisms for reviewing, updating, and maintaining performance measurement systems.
- Develop an integrated Balanced Scorecard & Performance Measurement framework by the end of the course.

Who Should Attend

This training course is designed for executives, senior managers, strategy directors, performance management professionals, planning managers, business excellence specialists, and professionals responsible for translating organizational strategy into measurable results.

The course is particularly relevant to professionals working in ministries, government authorities, public-sector organizations, regulatory bodies, banks, financial institutions, oil and gas organizations, and large corporations. It is also suitable for professionals in strategic planning, performance management, business excellence, organizational development, finance, operations,

human resources, transformation, and project and program management.

The program will benefit decision makers and members of executive, strategy, and performance committees who need reliable performance information to evaluate strategic execution and organizational results. Participants will gain practical approaches for designing scorecards, selecting meaningful KPIs, establishing targets, assigning accountability, and using performance data to drive improvement.

Learning Outcomes

- Explain the principles and structure of the Balanced Scorecard and its role in strategic performance management.
- Translate organizational strategy into strategic objectives and measurable performance outcomes.
- Develop strategy maps that connect strategic objectives through clear cause-and-effect relationships.
- Design effective KPIs that measure strategic, operational, stakeholder, and organizational performance.
- Establish meaningful baselines, targets, data sources, measurement frequencies, and KPI ownership.
- Evaluate existing performance measurement systems and identify gaps, redundancies, and ineffective indicators.
- Apply balanced performance perspectives to assess organizational performance comprehensively.
- Analyze scorecard results and identify performance trends, deviations, risks, and strategic gaps.
- Develop corrective actions and strategic initiatives to improve underperforming areas.
- Prepare executive performance dashboards and reports that support informed decision-making.
- Establish performance review and governance mechanisms that promote accountability and continuous improvement.
- Prepare an implementation roadmap for a Balanced Scorecard & Performance Measurement system within an organization.

Course Outline

DAY 01

Balanced Scorecard Principles & Strategic Alignment

- Evolution and principles of strategic performance measurement
- Balanced Scorecard concepts, structure, perspectives, and applications
- Translating organizational vision and strategy into strategic objectives
- Aligning corporate, business-unit, departmental, and operational objectives

PRACTICAL APPLICATION

Analyze an organizational strategy and identify the strategic objectives required for an effective Balanced Scorecard

DAY 02

Strategy Mapping & Performance Architecture

- Strategy maps and cause-and-effect relationships
- Financial, stakeholder, internal process, and organizational capability perspectives
- Linking strategic objectives across organizational levels
- Defining strategic themes, priorities, and performance drivers

PRACTICAL APPLICATION

Develop a strategy map connecting strategic objectives across the Balanced Scorecard perspectives

DAY 03

KPI Design, Targets & Performance Measurement

- Principles of effective Key Performance Indicator design
- Leading and lagging indicators
- KPI definitions, formulas, data sources, owners, and measurement frequency
- Establishing baselines, targets, thresholds, and performance criteria

DAY 03 — CONTINUED

PRACTICAL APPLICATION

Design a balanced KPI framework and establish appropriate targets and measurement requirements

DAY 04**Performance Analysis, Reporting & Corrective Action**

- Monitoring Balanced Scorecard performance and analyzing trends
- Identifying performance gaps, deviations, and root causes
- Executive dashboards, scorecards, and performance reporting
- Corrective actions, strategic initiatives, and performance improvement

PRACTICAL APPLICATION

Analyze a performance dashboard and develop targeted interventions for underperforming strategic objectives

DAY 05**Performance Governance & Continuous Improvement**

- Performance review cycles and executive performance management
- KPI ownership, accountability, governance, and escalation mechanisms
- Reviewing and updating Balanced Scorecard frameworks
- Integrating performance measurement with strategy execution and organizational improvement

FINAL WORKSHOP

Develop an integrated Balanced Scorecard & Performance Measurement framework covering strategy maps, strategic objectives, KPIs, baselines, targets, ownership, reporting, corrective actions, governance, and continuous improvement



Register or Request More Information

Course page: <https://quest-training.com/courses/balanced-scorecard-performance-measurement-training-course>

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