

Invitation to a Presentation on UNDERSTANDING KPIS and BALANCED SCORE CARDS in PERFORMANCE MANAGEMENT

WHO SHOULD ATTEND?

Line executives and Managers responsible for monitoring, reporting, and establishing performance standards and strategies.

WHAT WILL ATTENDEES ACQUIRE?

- Understanding KPI's concepts and application through examples,
- Awareness of State-of-the-Art Processes in setting Performance Management Systems (PMS)

THE PRESENTER:

Dr. Farid Lian, Corporate Advisor, Accredited Management Consultant, cum Certified KPI Professional and Certified KPI practitioner, endorsed by 'The KPI Institute' considered today as the global authority on Performance Management.

CONTENTS

Part I: KPIS from Vision Statement to Balanced Score Card

Introduction: The Performance Management Framework.

First-The derivation of KPIS: from vision; mission and corporate values to Broad Objectives

Vision⇒Mission⇒Corporate Values
⇒ Performance Drivers⇒ Broad Goals
⇒ Broad Objectives;

Second- from Broad Goals to Smart Objectives

Smart Objectives Examples: Metal Billets Production Company; Investment Company

Venue: UIC premises

Presenter: Dr. Farid Lian

Date: Wednesday 08th February 2023

Time: Half working day (09:00AM to 12:30PM)

Registration:

<https://www.unioninvest.org/upcomingevents.aspx>

Third from Smart Objectives to Critical Success Activities to KPIS

- Examples of derivation applied to the Metal Billets Production Company, and the Investment Company
- Discerning Objectives from Initiatives from KPIS
- KPI Typology
- Examples of KPIS: Financial Performance; Marketing Performance; HR Structure; Internal Processes

Part II- The Balanced Score Card (BSC)

- What's the Balanced Score Card Approach?
- The Balanced Score Card Four Main Perspectives.
- Structure of a Traditional Score Card.
- Example of Organization Score Card Structure: Beverages Company.
- Applying the Balanced Scorecard in Remediating Corporate Performance Flaws.
- Example of Remediating Corporate Performance Flaws:
- Cascading KPIS to Operational Level: Example -Balanced Scorecard of HR Dept.
- Designing a Comprehensive Planning and Management System, based on the Balanced Score Card.

Part III -Generations of BALANCED SCORE Cards

- **First Generation Balanced Scorecard** - Kaplan & Norton.
- **Second Generation Balanced Scorecard** – What Drives Performance and Change in Operations?
- **Third Generation Balanced Scorecard** - Bottom up Approach.
- **Fourth Generation Balanced Scorecard** – Using the “Business Compass” to find the “North” of the Business.