



Balanced Scorecard & KPI Development





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Introduction

This course provides understanding of the basic concepts of the balanced scorecard as a system used to align business activities to the vision and strategy of business. The aim of this course is to understand strategy deployment & measurement using the balanced scorecard, so as to translate strategy into action across four perspectives; namely Financial Value, Customer Delivery, Internal Processes and Learning & Growth. The course will also typically cover balanced scorecard exercises and implementation methodologies.

Learning Outcomes

- Awareness of the balanced scorecard as a system for management.
- Practice in developing your own balanced scorecard.
- Establishing the organization's state of preparedness for developing a full scale balanced scorecard.
- Development of KPIs for any organization and dashboards

Course Contents

1. Balanced Scorecard Overview,
2. Strategic Quality Management Challenges
3. Mission, Vision & Values, 4. SWOT analysis
5. Strategy Mapping
6. KPIs development
7. Implementing BSC in companies
8. Balanced Scorecard and making exercises

Facilitator



Dr. Kamran Moosa is an expert in the field of Quality Management with more than 20 years of national and International experience. He is the CEO of PIQC Institute of Quality and holds key positions in many national and international Quality Associations. He is an author of three books on Quality Management. He has been a consultant on Quality Assurance and Quality Management to more than one hundred organizations in Pakistan and abroad for developing and implementing Quality Management programs. He is the Founding Chairman and Advisor to Quality & Productivity Society of Pakistan (QPSP); Honorary Director of Middle East Quality Association (MEQA); and Editor of Journal on Quality of Chartered Quality Institute (UK) and

American Society for Quality (ASQ). He is an international speaker on the subject and course instructor for Six Sigma Black Belt and ISO 9000 Lead Auditor Courses.

Duration

01 Day



Leading the Modern Quality Movement in Pakistan

PIQC - Center for Excellence

Leading Institute in Pakistan providing academic programs, professional diplomas & certifications, short courses and corporate development in Quality Control (QC), Quality Assurance (QA) and Total Quality Management (TQM), Human Resource Management (HRM) and Health, Safety and Environment (HSE). Celebrating the 25th year of its establishment, PIQC vision is to see Pakistan a hallmark of Quality in the national and global environments. With its leadership and team of specialists, it has provided academic education and professional courses to more than 40,000 students and professionals. It is the pioneer and most authentic source for running International Six Sigma and Lean Manufacturing programs, including Six Sigma Yellow Belt, Six Sigma Green Belt and Six Sigma Black Belt in Pakistan.

PIQC has professional collaborations and linkages with various local and foreign organizations including Hamdard University, Superior University, NED University of Engineering and Technology, IQCS Certification, Singapore Quality Institute International (SQII), American Society for Quality (ASQ), and Quality and Productively Society of Pakistan (QPSP)

| Degree Programs | Professional Diploma | International Certifications | Corporate Courses | International Conventions |
|---|---|---|---|---|
| Masters & MPhil in: Quality Management Human Resource Management Industrial Management EHS Management | PIQC Diplomas/ Certifications in Quality Management Project Management Health Care Quality Management HSE Management HRM Management Supply Chain Management Labor Laws and IR Management | Internationally Recognized Certifications IRCA (UK) Accredited Certified ISO 9000 Lead Auditor Certified Six Sigma Green Belt & Black Belt | Nation-wise seminars & workshops on Total Quality Management, Six Sigma, ISO 9000 Quality Assurance in Manufacturing, Services, Education, Banks and Healthcare, Total Productive Maintenance | PIQC has organized 13 International Conventions on Quality Improvement and 5 National Conferences on Quality Education in Pakistan since 1991 |

PIQC INSTITUTE OF QUALITY

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