

THE KPI INSTITUTE



CERTIFIED BALANCED SCORECARD MANAGEMENT SYSTEM PROFESSIONAL

LIVE ONLINE CERTIFICATION

2020 EDITIONS:

- > 04 - 08 MAY
- > 06 - 10 AUGUST



Implement a Balanced Scorecard Management System to drive business performance

Key business benefits:

- > Improve the performance of your company;
- > Ensure excellence in achieving organizational strategic objectives through a rigorous cascading process;
- > Attain the company's desired state of evolution.

Over the last years, the team at The KPI Institute:

- > Documented 8,000+ KPIs from 16 functional areas and 25 industries;
- > Reviewed 1,000+ performance reports from 125 countries;
- > Referenced 30,000+ resources as part of the documentation process.



Course overview



The training course provides you with relevant knowledge on how to develop and implement a Balanced Scorecard System. This course offers a comprehensive overview on the many benefits any organization can extract from the Balanced Scorecard System implementation. A highly interactive learning experience will enable you to grasp the functionality of the Balanced Scorecard, and leverage on its benefits to advance strategy execution. The course focuses on delivering all the information needed to fully comprehend the value of the Balanced Scorecard, as well as on developing the necessary skills for a successful implementation.

👤 Participants' profile

> Professionals interested in measuring performance

Professionals interested in Balanced Scorecard Management System from the finance, human resources, production, logistics, information technology and other fields, will acquire the competency to apply all the above-mentioned concepts in their organizations, immediately after the course.

> Top/middle/lower management professionals

Executives or operational managers, regardless of their field of expertise, will gain the ability and knowledge to measure performance and maximize the value of using a sound Balanced Scorecard Management System. The tools and resources offered as part of the training course will enable managers to apply the acquired concepts within their organizations, immediately after the course.

> Performance measurement experts

For professionals like Strategy Manager, Performance Management Officer or Performance Architect, it is important to develop competencies in designing a Balanced Scorecard Architecture, especially in terms of translating the organizational strategy into outstanding results.

+ Benefits

- > Get access to a deeper understanding of the value added and functionality of the Balanced Scorecard Management System;
- > Develop and implement a Balanced Scorecard Management Architecture in a standardized manner;
- > Overcome challenges in strategy execution by implementing the Balanced Scorecard Management System;
- > Improve strategy communication by using the Balanced Scorecard Management System.

+ Learning objectives

- > Comprehend fundamentals of a Performance Management System;
- > Transpose the organizational strategy into a Balanced Scorecard Management System;
- > Learn how to integrate the components of a Balanced Scorecard Architecture;
- > Differentiate between objectives, KPIs, and initiatives.

Agenda



Day 1 - 4h

Balanced Scorecard - Performance Management tool

- › What is Balanced Scorecard?
- › Balanced Scorecard structure and elements;
- › The role of the Balanced Scorecard;
- › Governance of BSC System.

Demonstrate performance leadership

- › Clarify mandate for improvement;
- › Enlist leadership support;
- › Build project competency.

Day 2 - 4h

Organizational Assessment

- › Performance Management Audit;
- › Internal Current State Analysis;
- › Environmental Scanning

Strategy Formulation and Integration

- › Defining strategy;
- › Vision, Mission Statement;
- › Organizational values;
- › Performance Management System Integration.

Day 3 - 4h

Setting organizational objectives

- › Value drivers;
- › Goals and Objectives;
- › SMART Objectives;
- › Creating the Strategy Map.

KPI Selection

- › KPI Essentials;
- › KPI selection techniques;
- › Developing an organizational scorecard.

Day 4 - 4h

Initiative Management

- › Understanding the difference between objectives and initiatives;
- › Initiatives documentation forms;
- › Initiatives progress reports;
- › Portfolio of Initiatives development.

Alignment and Cascading

- › Alignment approaches;
- › Objectives and KPI Cascading;
- › KPI Cascading: Functional Area.

Day 5 - 4h

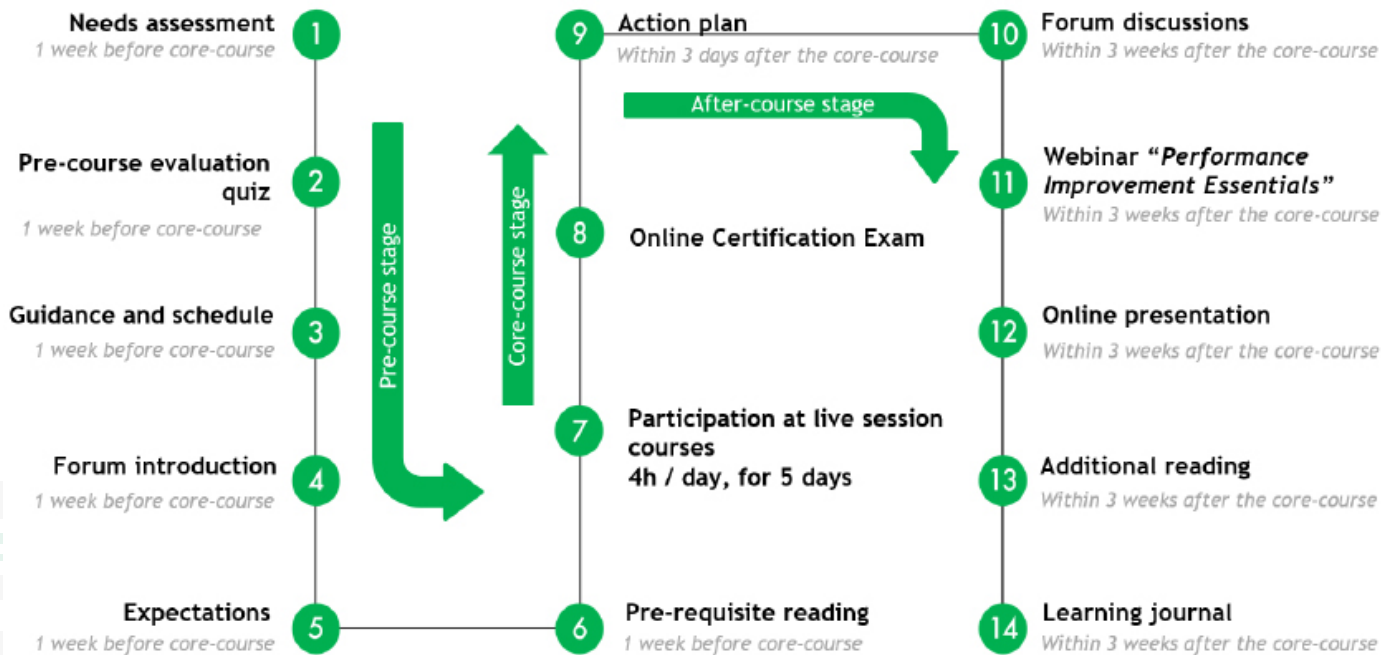
Management and Recalibration

- › Data gathering and analysis;
- › Performance reporting;
- › Performance reviews;
- › Performance Management Lifecycle - Evolution.
- › BSC System recalibration.

Building a Performance Culture

- › Communication;
- › Education;
- › Engagement;
- › Gamification;
- › Compensation.

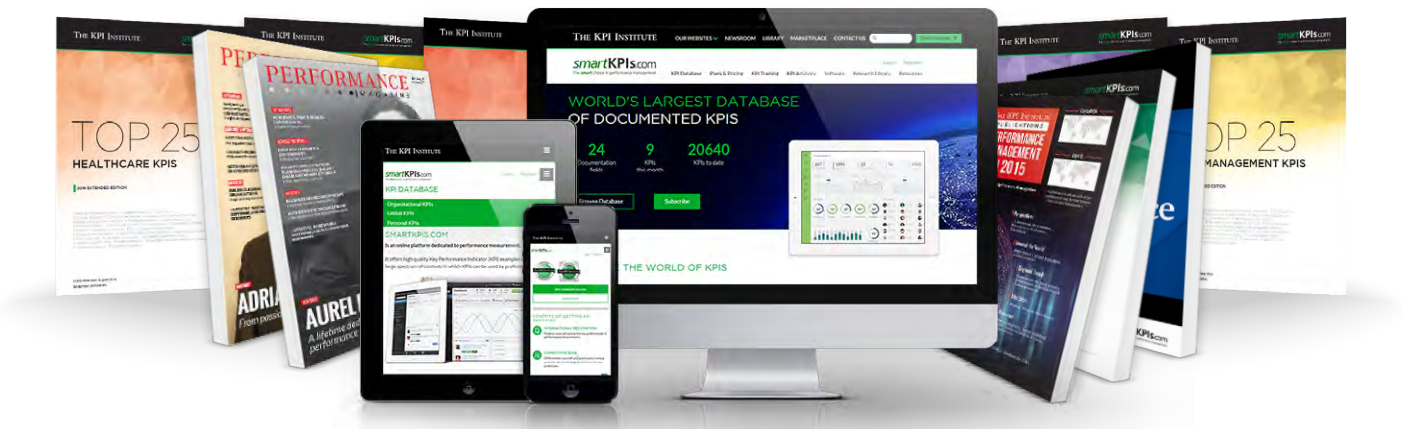
Certification Process



The certification process is finalized only when you complete all of the 3 stages of the learning experience. You will receive:

- > Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- > Certificate of Attendance (soft copy): after participating at the 5 days of live session course;
- > Certified Professional diploma (soft copy): after you have successfully completed all of the 3 stages of the learning experience.

Educational resources



Course materials

- › Course slides;
- › Course notes;
- › Course quiz;
- › The KPI Infographic.

The qualitative reports

- › Performance Management in 2014 and 2015.

Catalogues

- › KPI Documentation Forms;
- › Negative Behaviors;
- › Targets in Practice;
- › Dashboards;
- › Scorecards;
- › Hardware;
- › Graphs in Practice;
- › Glossary of terms.

Videos

- › 11 Videos dedicated to Performance Management.

Fact sheets

- › KPI Definitions, KPIs in Practice;
- › Terminology in Practice;
- › KPI Selection Criteria;
- › Performance Management Related Theories.

Webinars

- › Free access to all Performance Management webinars series from 2014 to 2016.

Performance Management Toolkit

- › **Templates:** Desired State of Evolution, Strategy Map, Performance Scorecard, Performance Dashboard, Performance Healthogram, Initiatives Portfolio, Performance Management System Architecture, Monthly Performance Management Process, Employee Scorecard;
- › **Manuals:** Performance Scorecard Guide for Administrator, Performance Dashboard Guide for Administrator;
- › **Publications:** KPIs for Human Resources Dashboard, KPIs for Human Resources Scorecard.

Premium subscription on smartKPIs.com

- › Available for 6 months, providing access to 500 fully documented KPIs and over 20.000 KPIs enlisted and one research report from the Top 25 KPIs series.

Facilitator

Mihai Toma

Senior Consultant, The KPI Institute



Mihai Toma is the Head of Professional Practice MENA and Senior Consultant at The KPI Institute, the global authority on Key Performance Indicators research and education. His research activity in the Performance Management field has resulted in the documentation and revision of over 1000 Key Performance Indicators.

Some of Mihai's most significant research programs have resulted in the development of several publications such as :

- The KPI Compendium;
- Top 25 KPIs Report Series for Functional Areas ;
- Top 25 KPIs Report Series for Industries.

Mihai has been actively involved in the implementation and design of KPI operational dashboards and functional performance scorecards, assisting in the development of the performance management system architecture for The KPI Institute's clients from various industries and functional areas.

Mihai is also currently managing the Center for Healthcare Performance at The KPI Institute.

As a facilitator, Mihai has developed and delivered training courses on Organisational Performance Management, Balanced Scorecard, Key Performance Indicators, Strategic Planning and Employee Performance Management.

He delivered training courses and workshops in: United Arab Emirates, Oman, Bahrain, Saudi Arabia, Kuwait, Qatar, Malaysia, Indonesia, Nigeria, Ghana, Turkey and Romania.

As a consultant and Certified KPI Practitioner, Mihai has advised and worked with a variety of international clients from industries such as petrochemicals, utilities, healthcare, construction materials production, pension funds, food production and professional services. He facilitated Strategic Planning sessions and KPI selection workshops at

Course Fees



Language	Date	Hours/day	Start TIME ME	Start TIME SEA	Standard Fee	Special Fee
English	> 04 - 08 May	4	09:00 GST	13:00 GMT +8	USD \$ 1,500	USD \$ 1,250
English	> 06 - 10 August	4	09:00 GST	13:00 GMT +8	USD \$ 1,500	USD \$ 1,250

Join as a Group

Customized Live Online Group Training Programs

The KPI Institute is offering Customized Live Online Group Training Programs that provide a perfect blend of research, best-practice and best-in-class instructional design.

Leveraging on our extensive research work, our highly skilled faculty, our expertise in providing customized learning solutions, together with next-generation online technology, our Group learning programs are unique, accessible anytime, anywhere learning experiences that deliver results for employees and the organization.

This fully customized training solution supports organizations of all sizes to provide their employees with development opportunities in an efficient, impactful and cost-effective way.

Benefits of customized live online sessions



▶ Flexibility and convenience

Participants can learn from anywhere and it can be scheduled in consecutive days throughout one week or selected days over 2 or more weeks. Participants can access learning materials from anywhere, anytime convenient for the group.

▶ Customized course content

Course content, case studies and exercises will be customized based on the group's industry or selected functional areas, as well as by assessing current needs and competency development requirements.

▶ Business continuity

Continuity of work with daily sessions scheduled for a maximum 4 hours to ensure both information assimilation efficiency and work-related task completion.

▶ Virtual collaborative learning

Facilitated inter-company learning is enabled, leading to Virtual Teams Cooperation and Communication, with the help of specialized E-Learning technology.

▶ Cost effectiveness

An estimated of up to 40% savings compared with traditional face-to-face in-house solutions, due to logistical burdens being waved from both customer and contractor.

Customized Live Online Group Courses	Online Live Format	Content details
Certification	5 Days - 4h/Day	Fully customized certification course
Masterclass	4 Days - 4h/Day	75% of the certification course content, selected based on group requirements
Essentials	2 Days - 4h/Day	50% of the certification course content, selected based on group requirements
Awareness Session	4 h	Selected 1 or 2 sessions from a certification content, depending on the length

Group sizes range from a minimum of 10, to a maximum of 25 participants.

Should you be interested in scheduling a live online Group training course, email us at office@kpiinstitute.org or contact one of the region representatives.

Online Coaching (up to 4h)

- ▶ One of our consultants and facilitators will be dedicated to help customers individually achieve their business objectives, evaluate current systems or tools and provide feedback on how to improve current strategy, performance measurement and management practices.
- ▶ Our dedicated coaches are industry, capability and functional area experts who guide the participants in addressing their business needs and requirements.
- ▶ They will work closely with attendees and help them address their individual areas of improvement.
- ▶ We can assist in providing coaching on all the topics that we cover through our certification programs detailed in this brochure.

*Live coaching will be provided via conference call. The session scheduling will be established either via email/conference call for all delegates or individually between each participant and the facilitator.

**Hours to be accessed when required by scheduling as per customer preference and facilitator availability.

Get in touch with us for a customized quotation

Registration

3 ways to register

Online

marketplace.kpiinstitute.org

Direct contact

Call us and we will assist you through the registration process.

Contact Middle East

Teodora Gorski
Managing Director MENA
E: teo.gorski@kpiinstitute.com
M: +971 55 787 6427

Contact Rest of the World

Alexandru Muntean
Head of Customer Engagement
E: alex.muntean@kpiinstitute.com
M: +40 747 060 997

Registration form

Email us with your registration details

Payment

Credit card

Pay by credit card using the online facility.

Bank transfer

1. Send an email containing your contact details and registration request;
2. An email confirmation containing the tax invoice and bank account details will be sent to you;
3. Proceed with the attendance fee payment by bank transfer;
4. Send through email the proof of the payment transaction completion;
5. A tax receipt together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Kindly ensure that your payments reflect the Total Amount of the invoice that will be presented to you. It is your responsibility to cover all bank fees due to Telegraphic / Wire transfer.

Registration form

By filling your contact data, you agree to receive further information about our events. Your privacy is very important to us. We will not sell, rent or share your personal information under any circumstances.

Participant details:

Mr. Mrs.

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 First name

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 Last name

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 Job title

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 Email

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 Phone

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 Organization

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 Department

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 Date of training course

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 Training course

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 City

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 Country

Registration cancellation procedure

Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less \$400 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

Term of Agreement

If there are no other standing agreements, this form represents a valid contract between the parties.

I agree to the above terms and conditions.

.....
 Signed

.....
 Date

.....
 Company stamp

The Customer acknowledges and agrees that all materials provided by The KPI Institute, including but not limited to the live presentations, any audio-visual presentations, and the handout materials distributed pre, during and after the training course, shall at all times remain the sole and exclusive property of The KPI Institute. They cannot be made public, and can only used for the purpose of the individual course participant's benefit. In no event shall the Customer use the live presentations, any audio-visual presentations, and/or the handout materials for any other purpose, including but not limited to the offering of any course, training or seminar that in any manner competes with the course or any portion thereof. This provision shall survive the termination or expiration of this Agreement.



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