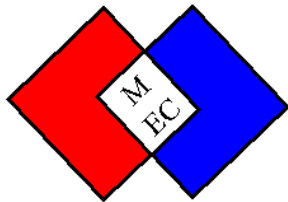


**MEC Services Ltd.**

**Balanced Scorecard Course Overviews**



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## **General Information**

This document provides a brief overview on the scope of the Balanced Scorecard courses offered by MEC Services Ltd.

### **Introduction Course**

**Who Should Attend:** Executives and Managers who require a brief introduction to the subject before implementation.

**Previous Knowledge:** The course does not require any prior knowledge of the Balanced Scorecard but some general business experience is essential.

**Course Content:** This course introduces the subject and is of a one-day duration consisting of a 'formal lecture' approach with discussions. (Although there is a practical case study there is only limited opportunities for participants to discuss the implications of the case. )

**Benefits:** On completion of the course the participants will have an understanding of :

- The need for Performance Management
- The benefits of the Balanced Scorecard
- How to build a Balanced Scorecard
- How to manage with the Balanced Scorecard

### **Implementation Course**

**Who Should Attend:** Executives and Managers who require a detailed understanding of the topic and / or need an opportunity to use their existing knowledge in a hands-on session.

**Previous Knowledge:** This course assumes some basic prior knowledge of the subject and / or attendance on our Introductory Course. Some supervisory / managerial experience is desirable.

**Course Content:** This course lasts two days and consists of a mix of lectures, discussion, self-diagnosis, case studies, and group exercises.

**Benefits:** On completion of the course the participants will understand:

- How to create a cohesive Balanced Scorecard
- The role of the Balanced Scorecard in the implementation of strategy
- How to manage the introduction of the Balanced Scorecard
- How to cascade the Balanced Scorecard from top to bottom
- The Balanced Scorecard Management System

# MEC Services Ltd - Course Overviews

## Balanced Scorecard

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### In-House Courses

All courses are available as in-house courses and the number of participants is flexible to meet client needs (up to a maximum of 12).

### Course Materials

The course documentation consists of copies of all presentations with course notes, together with handouts where applicable.

### Public Course Timings

The daily standard course timings are:

- Session 1 - 09:00 - 10:30 (90 Minutes)
- Session 2 - 10.45 - 12:30 (105 Minutes)
  
- Session 3 - 13:30 - 15:00 (90 Minutes)
- Session 4 - 15:15 - 17:00 (105 Minutes)

Total 390 Minutes (6.5 Hours)

The timings and duration can vary according to the course and, in the case of in-house courses, to meet the participant's needs. (All times shown in this document are approximate)

### Course Tailoring

The MEC Services approach recognises that people who attend courses have a mix of skills and experience. We can make small amendments to the courses according to the needs of the participants if these are known in advance

The public Introduction course is a standard presentation introducing the subject and therefore is not normally suitable for tailoring. (However, this course can, optionally, include an IT specific dimension for organisations looking to pilot their Balanced Scorecard implementation in their Information Technology Function.)

All in-house courses can be tailored, for an additional fee, using our normal criteria or specifically to meet client's requirements. The courses utilise our standard case exercises but the in-house Implementation course can be based on the client's organisation if desired.

### Consultancy and Support

MEC Services can provide consultancy and support to assist you in the practical implementation of any of the concepts introduced by these courses.



## **Principles of the Balanced Scorecard (1D) (Standard) / IT Version)**

- 1) Course Introduction - Introduction / Objectives
  - 2) Performance Measurement - Why Do We Need To Measure Performance
    - Measurement and Strategy - Why Do We Need A Strategic Measurement System?
    - Performance Management Frameworks - Sunnyside Villa Exercise (Part 1)
  - 3) Introducing the Balanced Scorecard
    - Background - History Of The Scorecard
    - Perspectives - The Elements Of A Scorecard
    - Profit / Not-For-Profit - Variations in the Scorecard
    - Strategic Themes
    - Balanced - Why Is The Scorecard Balanced?
  - 4) Building the Balanced Scorecard
    - Strategic Destination - What Are We Aiming At?  
- Sunnyside Villa Exercise (Part 2)
    - Strategy Map - How Do We Get To Our Destination?
    - Measures / Targets / Initiatives - The Detail In A Scorecard  
- Sunnyside Villa Exercise (Part 3)
  - 5) Working with the Balanced Scorecard
    - Cascading Internally / Externally - Using The Scorecard
    - The Management System - Managing With The Scorecard, IT Systems
- (Part 6 - The IT Scorecard section of this course is included only in the optional IT version)***
- 6) The IT Scorecard
    - Origins - Why Do We Need An I.T. Scorecard?
    - IT Scorecard Perspectives - Differences Between Corporate And I.T. Scorecard Perspectives
    - The IT Strategy Map
    - Aligning the IT Strategy Map with the Business - Linking The I.T. And Corporate Strategy Map
  - 7) Wrap Up - Wrap Up and Question Sessions



## **Implementing the Balanced Scorecard (2D)**

- 1) Course Introduction - Introduction / Objectives
- 2) Review of Scorecard Principles
- 3) Building the Scorecard
  - Identifying The Implementation Team
  - Approach – Standard Or Rapid?
  - Strategic Vision / Themes
  - Cornwall Travel Exercise – Part 1
  - Strategy Maps
  - Strategic Objectives And Linkage
  - Cornwall Travel Exercise – Part 2
  - Measures
  - Cornwall Travel Exercise – Part 3
  - Targets
  - Strategic Initiatives (Projects)
  - Cornwall Travel Exercise – Part 4
  - Scorecard Processes
  - Aligning Budgets To The Scorecard
- 4) Working with the Scorecard
  - Communicating
  - Managing Change And The Scorecard
  - Cascading The Scorecard
  - Cornwall Travel Exercise – Part 5
  - The Scorecard Management System
  - Reporting The Scorecard
- 5) Wrap Up - Wrap Up And Question Sessions