

## BALANCED SCORECARD ESSENTIALS

### IN-HOUSE TRAINING

#### WHAT'S INCLUDED

AstroTech Training will provide:

- > A detailed manual/workbook and electronic copy of course material
- > Professional presentation of the course content, case studies and practical exercises
- > One month of free telephonic and e-mail support included
- > Certificate of completion
- > Delivery of course material *(unless otherwise arranged)*
- > Travel and Accommodation for the Facilitator *(if required)*

#### PLEASE WILL YOU PROVIDE:

- > A suitable training venue with data projector
- > White Board and/or Flip Chart and markers
- > Lunch and refreshments daily

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#### ★ COURSE OVERVIEW

The Balanced Scorecard training course provides delegates with an understanding of the fundamentals of the balanced scorecard approach to determining an organisation's effectiveness at reaching its goals.

The course covers the following key topics:

- > Traditional methods of measuring performance
- > What is the balanced scorecard
- > Why is it used
- > Building strategy maps for the organisation
- > Understanding the four balanced scorecard perspectives that focus the organisational strategy
- > The learning and growth perspective
- > The business process perspective
- > The customer perspective
- > The financial perspective
- > Developing measures and setting targets
- > Planning for implementation
- > Available tools to assist with implementation, monitoring and feedback

...AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- Engineering managers
- Financial managers
- IT managers
- Human resources managers
- Anyone involved in the management of an organisation

### ★ OUTCOMES

**After attending this course attendees should:**

- Gain an understanding of the balanced scorecard and why it is used
- Gain an understanding of how to plan an organisational strategy
- Gain an understanding of the four perspectives of the BSC
- Gain an understanding of how to implement & measure the effectiveness of your organisation by using the BSC
- Gain an understanding of available tools to assist you with the BSC approach
- Gaining insight into implementation success factors and pitfalls

### ★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

### ★ TERMS & CONDITIONS

- **PAYMENTS:**  
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:  
**COURSES INSIDE GAUTENG:** At least **SEVEN** working days prior to the course  
**COURSES OUTSIDE GAUTENG:** At least **TEN** working days prior to the course  
Absent delegates are charged for.
- **POSTPONEMENTS:**  
**POSTPONE WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 25% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course  
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.  
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**  
**CANCEL WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 50% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**  
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**  
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**  
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**  
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.