

Balanced Scorecard Expert Practitioners

Strategy,
Performance Analysis,
Leadership Development

Our commitment

“Our courses are rich in real life, case-study material and provide ample opportunity for you to ‘try out’ the various techniques by applying them to your own business situation and experiences.”

Nigel Penny,
NSP Consulting CEO and
Course Facilitator

What you will learn:

What is a Balanced Scorecard?

How to design strategy maps

Measures, targets and initiatives

Achieving quick wins

How to deliver a strategy focused organization

What is the latest thinking in the future of scorecard?

This course is available as a customized in-company workshop if required.

NSP Consulting can create a workshop specifically for a group of managers within your organization.

For more details:

nspenny15@gmail.com

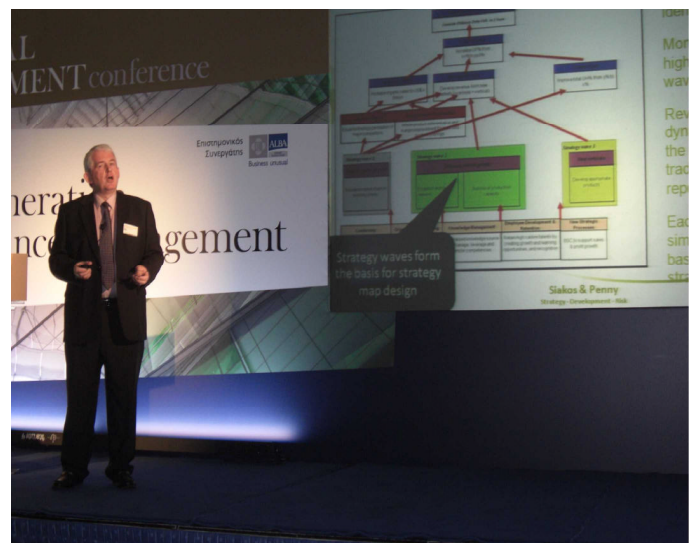
Balanced Scorecard Expert Practitioners

Leveraging your scorecard investment

Balanced Scorecard remains one of the enduring and most innovative of management techniques. Its longevity is testimony to the breakthrough thinking in strategy management of Professor Bob Kaplan and Dr. David Norton.

Yet despite the success stories, far too many organizations fail to ever really achieve the benefits that this powerful tool promises.

In this intensive workshop, you will not only learn the basics of what is a balanced scorecard, but you will get an in-depth exposure to the practical approaches in design, deployment and usage that will make your scorecard investment



worthwhile.

At the end of this course, you will possess the skills to design and improve scorecard usage as well as understanding the latest thinking in scorecard

developments.

The course is practical and hands-on and focuses heavily on reaping the benefits through reengineered business management processes.

Why attend this course?

There are many Balanced Scorecard courses available. Some promise certifications and practitioner accreditations, so why should you choose this course?

The answer is simple—very few courses are delivered by a scorecard practitioner with 20 years of client scorecard experience.

In his extensive consulting work, Nigel has developed and

implemented scorecards in over 20 countries for more than 200 clients. He has worked with the founders, but has also challenged and improved the methodology based on his practical experiences of what works.

Recently, Nigel has been developing approaches that link risk management into the original framework, and his latest innovations have been the design of new approaches to

performance reporting that utilize strategy maps and a framework of key business questions.

If you only plan to attend one Balanced Scorecard course, then you must ask one key question:

“What is the hands-on, client experience of the course facilitator?”

NSP Consulting

Strategy, Performance
Analysis, Leadership
Development

***“Neither skill nor
wisdom can be
achieved without
knowledge”***

Democritus

***“ Say what needs to
be said at the right
time”***

Aeschylus

***“There is nothing
more certain than a
sound decision”***

Menander

Course content

Day 1

Balanced Scorecard refresher—The basics

What is a Balanced Scorecard and why do we need it?

The Strategy Focused Organization

Strategy maps, measures, targets and initiatives

Cascading your Balanced Scorecard

Balanced Scorecard in Government and the Not-For-Profit sector

What Balanced Scorecard doesn't do

Day 2

Key element 1—Strategy maps

Understanding the structure of strategy maps

Perspective by perspective—a guide to objective setting

The use of strategic themes

Different approaches in Government Balanced Scorecards

Case studies, including manufacturing, construction, financial services, defence and charities

Day 3

Key elements 2/3 —Measures, initiatives, cascading

Criteria for measure development

Setting targets—techniques and approaches

Understanding and prioritising initiatives

Accountability

Cascading your Balanced Scorecard

Data management issues

Course content (cont.)

Day 4

Key elements 4/5—integration, analysis and reporting

Balanced Scorecard and the budget

Balanced Scorecard and the link to personal goals

Analysis and reporting

The Office of Strategy Management

Running effective business reviews

Day 5

Planning and sustaining the campaign

Planning for the strategy focused journey

Building a 3 year roadmap

The need for software

Education and communication

Quick wins and how they can be achieved

Tackling inconsistent behaviours

Next steps for Balanced Scorecard

Key features of all our programmes

Hands-on practitioners

Depth of knowledge

Real life case study experiences

Practical exercises

Interactive discussions

Latest thinking and approaches

Balanced view on pros and cons



Breakout session at a recent workshop

NSP Consulting

Strategy, Performance

Analysis, Leadership

Development

***“Nothing good can
be earned without
effort”***

Sophocles

***“It is a trait of the
wise man that he
can respond to the
twists and turns of
life”***

Alexis

NSP Consulting

Strategy, Performance
Analysis, Leadership
Development

Contact us at:**Phone:**

+61 (0) 413 177380
+64 (0) 27 3151 835
+44 (0) 7460 563036

Email:

nspenny15@gmail.com

Your facilitator

Nigel Penny is a leading global expert on business management techniques. His focus is to ensure the sustainable future success of clients through effective business management processes.

Nigel has some thirty years international experience implementing consulting solutions. Between 1996 and 2002, he worked closely with David Norton and Bob Kaplan, the co-founders of the Balanced Scorecard approach, and was Vice President of the Asia practice of Balanced Scorecard Collaborative. Nigel was also partner in charge of KPMG's performance



management practice in Australia, and a member of their team developing global methodologies for Balanced Scorecard .

Nigel has facilitated strategy and business performance improvement programs in food, manufacturing, financial services, retail and utility industries, as well as working extensively with governments and not-for-profit agencies. He has worked in UK, USA, Europe, Asia and the Middle East and has lived in UK, USA, Singapore, Malaysia and Australia.

Nigel has an honours degree in mechanical engineering from Imperial College, London, and trained as an accountant with Peat Marwick Mitchell in the UK.