



*Training Course:  
A Step-by-Step Developing Balanced Scorecards  
and KPIs*

*9 - 13 June 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: A Step-by-Step Developing Balanced Scorecards and KPIs

Training Course code: MA9298 From: 9 - 13 June 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 5250 € Euro

### Program Overview

In this program you will learn about...

The Truly Strategic Way to measure performance of Employees, Departments and Business Units is by measuring their contribution to Organizational Strategic Objectives.

This program shows you how to practically understand this technique and gain a multi-discipline understanding of the issues involved. The program is intended for personnel involved in developing, implementing and communicating Balanced Scorecards and relevant KPI's in their Departments and Organizations.

### Program Content

1. Identifying the Objectives of your Organization
2. Strategic Initiatives for your Department
3. Identifying the Key Success Factors for the Strategic Initiatives
4. Understanding the Processes Leading to Internal & External Customer Satisfaction
5. Identifying Technology that Supports the Initiatives
6. Identifying the Departmental Culture required for Achievement of the Strategic Initiatives
7. Identifying Motivation Plan for the Initiatives
8. Identifying Human Resource Development Needs for the Initiatives
9. Developing KPI's that support the Initiatives
10. Developing the Balanced Scorecard
11. Validating the KPI's and Scorecard
12. Scorecard Implementation Strategy
13. Overcoming Resistance to KPI and Scorecard Implementation

### Program Workshop & Case Study...

1. Challenges Faced during Design & Deployment of Strategic Performance Management System
2. How You Propose to Address the Challenge
3. The Balanced Scorecard Methodology you will use
4. Identification of Core Measures for Health & Success
5. Data Collection Standards & Techniques
6. How to Maintain the Methodology
7. Build the Knowledge Management System - Useful Sources of Information Internal & External

## Registration form on the Training Course: A Step-by-Step Developing Balanced Scorecards and KPIs

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
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to: Global Horizon  
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