

Management & Leadership:

Balanced Scorecard: Linking Strategy to Results

Thursday, April 15, 2004 - 8:00 a.m. to 4:30 p.m.

LOCATION: to be announced (In Winnipeg)

Presented in partnership with: Industry Training Partnerships, Manitoba Advanced Education & Training

The Manitoba Quality Network (QNET) provides resources, information session and training on Management & Leadership as part of QNET's focus on improving quality and organizational effectiveness.

The Balanced Scorecard has been called "The most powerful integrated performance measurement and management system ever developed." Introduced by Robert S. Kaplan and David P. Norton, the basic concept behind the Balanced Scorecard approach is that "what gets measured, gets managed." While some organizations have followed Kaplan and Norton's exact format, many others have successfully altered the basic framework to reflect on their own strategic goals and vision. This workshop will not only introduce you to the Balanced Scorecard concept but will also allow you to understand the process behind developing a customized scorecard for your own.

Session Objectives:

Upon completion of this workshop, participants will:

- Gain an understanding of the concept of the Balanced Scorecard and recognize its growing use as a measurement tool in a wide variety of organizations
- Learn how to link key performance indicators to an organization's mission, vision and strategy
- Have an opportunity to practice developing a set of key performance indicators for realistic case studies
- Leave the session with a framework for developing a coherent set of key performance indicators for their own organizations

Presenter:

Scott Baldwin, CMC is co-owner of **Quality Services Management**, a certified management consultancy with services that include consulting to management, facilitation and training. QSM's focus is organization development in three areas - *change management, board governance assessment, and strategic planning linked to the balanced scorecard.*

Scott serves on not-for profit boards and is co-author of the Manitoba Quality Network's Board Governance Assessment Criteria.

REGISTRATION FORM: Please fax your completed form to (204) 949-4990 or register online at www.qnet.mb.ca

Balanced Scorecard (April 15, 2004):

\$251.45 QNET Member (includes \$16.45 g.s.t.)

G.S.T. Reg # 899755334RT

\$272.85 Non-Member (includes \$17.85 g.s.t.)

***Take advantage of the Early Bird Rate! Register two weeks prior to the day of the event and receive a 10% discount off the registration fee. The discount rate will be automatically taken off the registration fee by the QNET office.*

NAME _____

ORGANIZATION _____

ADDRESS _____

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PAYMENT METHOD:

Please Invoice Cheque Enclosed VISA AMEX MasterCard

Card # _____ Expiry _____

Card Holders Name _____

Signature _____

An event confirmation will be faxed one week in advance and will include location and session details. Cancellations must be received in writing no later than April 7, 2004. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance.

