London TDM

Quality and Productivity Improvement Training Courses

Course Venue: United Arab Emirates - Dubai

Course Date: From 22 March 2026 To 26 March 2026

Course Place: Downtown Dubai

Course Fees: 5,000 USD

Introduction

The "Balanced Scorecard for Productivity Management" course is designed to equip professionals with the knowledge and tools necessary to implement and utilize the Balanced Scorecard framework effectively. Participants will learn how to align business activities with organizational vision and strategy, improve internal and external communication, and monitor organizational performance against strategic goals. This five-day course will delve into the practical aspects of developing and managing a Balanced Scorecard tailored to enhance productivity management.

Objectives

- Understand the principles and components of a Balanced Scorecard.
- Develop skills to design and implement a Balanced Scorecard within an organization.
- Learn to align performance management systems with strategic objectives.
- Analyze real-world case studies to identify best practices and common pitfalls.
- Measure and monitor productivity improvements using the Balanced Scorecard framework.

Course Outlines

Day 1: Introduction to Balanced Scorecard

- History and evolution of the Balanced Scorecard
- Understanding the four perspectives: Financial, Customer, Internal Processes, Learning and Growth
- The role of Balanced Scorecard in productivity management
- Key benefits and potential challenges
- Interactive discussion: Identifying organizational goals

Day 2: Designing a Balanced Scorecard

- Steps to design a Balanced Scorecard framework
- Defining clear and actionable objectives
- Developing key performance indicators (KPIs)
- Case study analysis: Successful implementations
- Workshop: Drafting a Balanced Scorecard for your organization

Day 3: Implementing the Balanced Scorecard

- Strategies for effective implementation
- Aligning the organization's strategy with scorecard objectives
- Communicating the scorecard to stakeholders
- Handling resistance and promoting buy-in
- Group activity: Simulating scorecard implementation

Day 4: Monitoring and Evaluating Performance

- Setting up a monitoring system
- Interpreting scorecard data and metrics
- Evaluating productivity improvements

- Adjusting strategies based on performance results
- Case study: Lessons learned from scorecard evaluations

Day 5: Advanced Applications and Future Trends

- Advanced tools and software for scorecard management
- Integrating Balanced Scorecard with other management systems
- Exploring future trends in performance management
- Developing a culture of continuous improvement
- Final project presentation and feedback session