



Organisational Performance Management using Score Cards

Programme Overview :

Balanced Score Cards (BSC's) have revolutionised the way companies improve their performance. In organisations of today, it is one of the most commonly used tools to achieve superior performance. In fact, it is a necessary tool, if organisations seek to be excellent in their overall performance, consistently, year-on-year. This programme intends to make participants familiar with the main principles of how BSC's can be designed, cascaded into the organisation, monitored continually and performance tracked and improved over time. The best practice of "AQUIP" (Annual Quality Improvement Planning) technique, which has worked successfully in many Indian organisations, will be used to enable participants to use BSC's for gaining competitive edge in the marketplace. Participants will learn to develop a hands-on system of BSC's which can implement well crafted strategies.



Programme Objective :

At the end of the programme, participants would :



- Understand how to use the Mission-Vision-Values framework to create company strategies



- Prepare BSC's at different levels of a company, along with the organisational structure to design, cascade and drive performance using BSC's

- Learn how to use the AQUIP methodology to plan, communicate and drive continual improvement in performance in a systematic way, which will inculcate a new culture and co-operative working in a company, for sustained superior financial performance.

Pedagogy

- Presentations by Faculty
- Hands-on group / individual work by participants
- Videos
- Plans of action by participants through presentations

Who should attend:

CEO's, COO's, CXO's, Senior managers from companies currently in the functions of HR, strategy planning, corporate planning, production and operations planning, financial planning and market / sales planning with ten to fifteen years of work experience in organisations.

Take-aways from the program: A blue print for designing and implementing organisational performance systems in the participants companies, functions and departments, preparing score cards for measuring and improving performance parameters continually.

Performance MANAGEMENT...

Programme Director:



Prof. R. Jayaraman
Professor – Operations

Currently, Professor , Operations and Supply Chain Management , SP Jain Institute of Management And Research , Mumbai. Educated at IIT Bombay in Metallurgical Engineering , IIM Ahmedabad and University of British Columbia where he graduated with Distinction in Metallurgical Engineering (MS), as also a Diploma in Production Management from the SIES Institute of Management , Mr R Jayaraman has had an illustrious career spanning over 35 years . He has worked for companies like Mukand, Gabriel, Tata Steel, Tata Communications and Tata Tele.

He has also authored more than 50 technical papers in various national and international journals some of which have won awards . He was a Senior Lead Assessor in the Tata Business Excellence System and the CII – EXIM Bank EFQM system of Performance Excellence , under which he has assessed levels of performance excellence in over 70 companies in India and abroad . He has been a trainer in Performance Excellence , has conducted Vision workshops for companies and work groups, has given presentations on performance excellence in India and abroad . He is an expert in Performance Excellence in Marketing , HR and Operations; Strategy Deployment, TQM, preparing Vision statements , designing and implementing Balanced Score Cards across organisations .

He joined the SPJIMR , Mumbai in December 2011.



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