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Produced by: maentae

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Accredited CPD Course
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CERTIFIED BALANCED SCORECARD MANAGEMENT
THE KPI INSTITUTE
Framework v 1.0 2026
PROFESSIONAL
C-BSC

CERTIFIED BALANCED SCORECARD MANAGEMENT SYSTEM PROFESSIONAL

Implement a Balanced Scorecard Management System to drive business performance

BALI, INDONESIA

2026 EDITIONS:

> 22 - 24 JUNE

The KPI Institute is an Accredited Provider of the CPD Standards Office, a Continuing Professional Development global assessor.

Key business benefits:

- Obtain knowledge on a clear algorithm of the strategic planning process.
- Ensure excellent strategy implementation by accessing and using rigorous strategy planning tools.
- Understand the connections between organizational strategy and the business environment.

The team at The KPI Institute:

- Documented 21,000+ KPIs from 16 functional areas and 25 industries.
- Reviewed 1,000+ performance reports from 125 countries.
- Referenced 30,000+ resources as part of the documentation process.

Course overview

The training course provides you with relevant knowledge on how to develop and implement a Balanced Scorecard System. This course offers a comprehensive overview on the many benefits any organization can extract from the Balanced Scorecard System implementation. A highly interactive learning experience will enable you to grasp the functionality of the Balanced Scorecard, and leverage on its benefits to advance strategy execution. The course focuses on delivering all the information needed to fully comprehend the value of the Balanced Scorecard, as well as on developing the necessary skills for a successful implementation.

Participants' profile

- **Professionals interested in measuring performance**

Professionals interested in Balanced Scorecard Management System from the finance, human resources, production, logistics, information technology and other fields, will acquire the competency to apply all the above-mentioned concepts in their organizations, immediately after the course.

- **Top/middle/lower management professionals**

Executives or operational managers, regardless of their field of expertise, will gain the ability and knowledge to measure performance and maximize the value of using a sound Balanced Scorecard Management System. The tools and resources offered as part of the training course will enable managers to apply the acquired concepts within their organizations, immediately after the course.

- **Performance measurement experts**

For professionals like Strategy Manager, Performance Management Officer or Performance Architect, it is important to develop competencies in designing a Balanced Scorecard Architecture, especially in terms of translating the organizational strategy into outstanding results.

Benefits

- Get access to a deeper understanding of the value added and functionality of the Balanced Scorecard Management System;
- Develop and implement a Balanced Scorecard Management Architecture in a standardized manner;
- Overcome challenges in strategy execution by implementing the Balanced Scorecard Management System;
- Improve strategy communication by using the Balanced Scorecard Management System.
- Obtain 40 CPD credits to include in your CPD records for your professional body, institute, regulator or employer

Learning objectives

- Comprehend fundamentals of a Performance Management System;
- Transpose the organizational strategy into a Balanced Scorecard Management System;
- Learn how to integrate the components of a Balanced Scorecard Architecture;
- Differentiate between objectives, KPIs, and initiatives.

Agenda

Day 1

Balanced Scorecard Performance Management Framework

- What is Balanced Scorecard
- Balanced Scorecard structure and elements
- The role of the Balanced Scorecard
- BSC terminology
- BSC system architecture

Balanced Scorecard Governance and Performance Leadership

- Clarify mandate for improvement
- Enlist leadership support
- Balanced Scorecard governance framework
- Build project competency

Organizational assessment

- Assessment and evaluation
- Internal Assessment
- Performance Management Maturity Model
- Environmental scanning techniques

Strategy Formulation and Organizational Identity

- Defining trategy
- Vision, mission statement
- Organizational values

Day 2

Setting organizational objectives

- Value drives
- Goals and objectives
- SMART objectives
- Building the strategy map

Working with KPIs

- KPI Balancing
- KPI selection for organizational scorecard
- Importance of KPI Documentation
- Target setting recommendations

Initiative management

- Portfolio of Initiatives development
- Initiatives documentation form functions
- Initiatives documentation process

Day 3

Aligning the BSC across organizational levels

- Alignment approaches
- Objectives and KPI cascading: :Functional area

Managing the BSC system

- Data governance
- Performance reporting
- Performance review meetings
- BSC system recalibration

Nurture a Performance Culture

- Communication
- Education
- Engagement
- Comprehensive Performance Management System
- Compensation and Gamification

Review and Q&A

- Course review
- Q&A

Certification Exam

Learning experience

Pre-course

This part of the learning experience is meant to ensure a smooth transition to the face to face training. Participants are required to take the following steps:

- **Needs assessment** – complete a questionnaire to determine a tailored and relevant learning experience;
- **Pre-course evaluation quiz** – take a short quiz to establish the current level of knowledge;
- **Guidance and schedule** – analyze a document presenting guidelines on how to maximize your learning experience;
- **Forum introduction** – share an introductory message to present yourself to fellow course participants;
- **Pre-requisite reading** – go through a series of documents to better understand the core-course content.

Core course

During the three days of face to face training, the course will facilitate experiential learning and ensure a high level of interactivity. Exercises enhance the development of competencies as they range from a simple matching of concepts to extensive analysis of case studies. The learning experience consists in:

- Applying concepts in practical exercises, analyzing case studies and identifying solutions;
- Using templates to develop performance measurement instruments;
- Sharing best practices and creating a network of KPI Professionals.

After-course

The learning process is not finalized when the core-course ends. Participants are required to take the following steps:

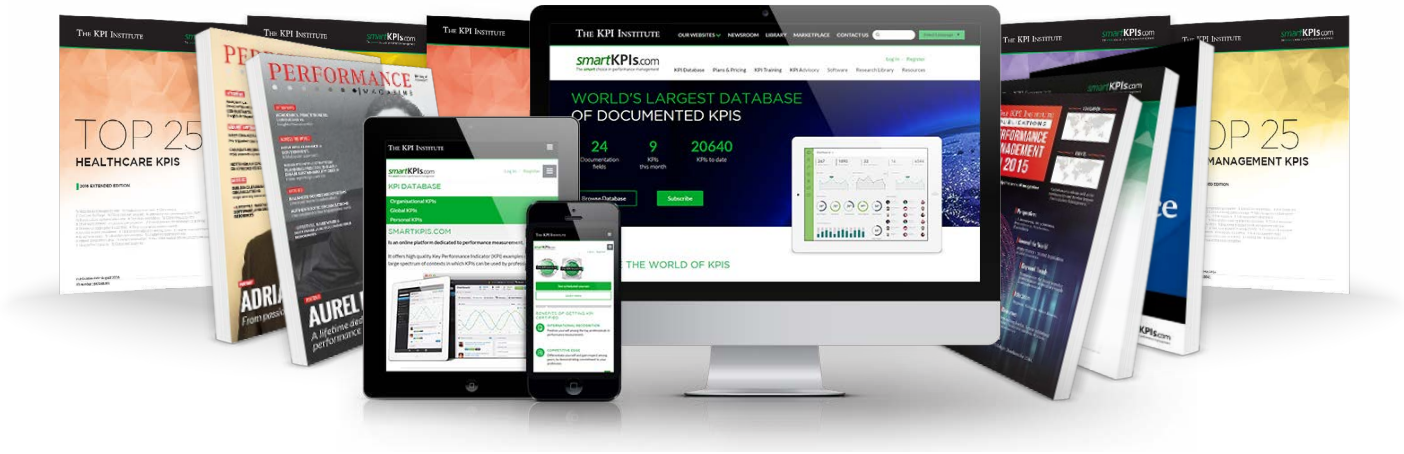
- **Forum discussions** – initiate a discussion and contribute in a discussion opened by another participant;
- **Action plan** – create a plan for the actions and initiatives you intend to implement after the training course;
- **In-house presentation** – create and submit a short PowerPoint presentation to present your colleagues the knowledge you have accessed during the training course;
- **Additional reading** – go through a series of resources to expand your content related knowledge;
- **Learning journal** – reflect upon your 3 stages learning experience and complete a journal.

Evaluation

The certification process is finalized only when you complete all of the 3 stages of the learning experience. Nonetheless, you will receive a:

- **Certificate of Attendance** (hard copy): after participating at the 3 days of on-site training course;
- **Certificate of Completion** (soft copy): after completing pre-course activities and passing the Certification Exam;
- **Certified Balanced Scorecard Management System Professional diploma** (soft copy): after you have successfully completed all 3 stages of the learning experience.
- CPD Certificate of Attendance (soft copy): once you have successfully obtained the Professional status.

Educational resources



Course materials

- Course slides;
- Course notes;
- Course quiz;
- The KPI Infographic.

Qualitative reports

- Performance Management in 2012, 2013 and 2014.

Catalogues

- KPI Documentation Forms;
- Negative Behaviors;
- Targets in Practice;
- Dashboards, Scorecards;
- Graphs in Practice.

Videos

- 11 Videos dedicated to Performance Management.

Webinars

- Free access to all Performance Management webinars series from 2014 to 2016.

Fact Sheets

- Desired State of Evolution;
- Strategy Map;
- Scorecard;
- Dashboard;
- KPI Definitions;
- KPI Selection Criteria;
- Performance Management Related Theories.

Performance Management Toolkit

- **Templates:** Desired State of Evolution, Strategy Map, Performance Scorecard, Performance Dashboard, Performance Healthogram, Initiatives Portfolio, Performance Management System Architecture, Monthly Performance Management Process, Employee Scorecard;
- **Manuals:** Performance Scorecard Guide for Administrator, Performance Dashboard Guide for Administrator;
- **Publications:** KPIs for Human Resources Dashboard, KPIs for Human Resources Scorecard.

Premium subscription on smartKPIs.com

- Available for 6 months, providing access to 500 fully documented KPIs and over 20.000 KPIs enlisted and one research report from the Top 25 KPIs series.

Where Learning Becomes Lasting Knowledge

The Science of Reinforcement

Most employees forget up to 90% of traditional training within a week (Ebbinghaus Forgetting Curve). Lerero flips the curve, turning training into lasting mastery through gamification, repetition, and reinforcement. With 90 days of microlearning, knowledge retention can improve by up to 80%.

The Problem → The Transformation

The Learning Crisis	Lerero's Transformation
Most corporate learning fades before it's applied.	Reinforces learning daily through micro-challenges.
Traditional L&D metrics measure attendance, not retention.	Uses science-based reinforcement to build recall and confidence.
Learners disengage after training ends.	Keeps them active with gamified, adaptive nudges for 90 days.

LERERO
LEARNING REINFORCEMENT
CHAMPIONSHIP

The 90-Day Reinforcement Championship

Most training stops at completion. The Lerero Learning Reinforcement Championship (LLRC) keeps learning alive for 90 days through micro-challenges, nudges, and leaderboards by turning completion into competence.

- Daily Micro-Challenges
- Leaderboards & Streaks
- Badges & Rewards
- Real-Time Analytics

Ready to Reinvent Learning? **Book a Demo**

Contact us: sales@lerero.com

Visit us: www.lerero.com

Faculty

The KPI Institute retains the authority to designate facilitators for each training course based on business requirements. The TKI Faculty continually expands by incorporating subject matter experts and experienced professionals to guarantee an exceptional experience for our trainees. Consequently, the facilitator assigned to the course may undergo changes prior to the actual delivery date.
For information about the appointed facilitator for each session, kindly contact your sales representative or reach out to **office@kpiinstitute.org.**

Mihai Toma

Managing Director of Consulting Services
Expertise: Balanced Scorecard, Strategy Planning & Execution, Performance Measurement & Management

Alina Miertoiu

Senior Management Consultant
Expertise: OKRs, Performance Measurement & Management, Benchmarking

Fees

Course with certification

Course date	General fee	TKI members	Early bird	2 or more participants	Registration deadline
22 - 24 June	US $1,900	US $1,800	US $1,600 *by 22May*	US $1,400	15 June

The course fees include course materials, lunch and coffee breaks. It also covers the cost of the certification process.

Accommodation

Accommodation is not covered by the attendance fee and it needs to be arranged separately by participants. We invite you to contact the event manager to enquire about special rates from the venue.

Organize this training course in-house

If you have a group of five or more to train you can save time and money by running this training course in-house. Use the contact details provided below to request a customized offer from one of our training solution specialists.

For more details

The KPI Institute Marketplace

+60 12-5911366 / +60 3 2742 1357

office@kpiinstitute.org

kpiinstitute.org

Linkedin Facebook Twitter

Registration

3 ways to register

Online

marketplace.kpiinstitute.org

Direct contact

Call us and we will assist you through the registration process.

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sasikala.annamalai@kpiinstitute.com
M: +60 12-5911366

Registration form

Email us with your registration details

Payment

Credit card

Pay by credit card using the online facility.

Bank transfer

1. Send an email containing your contact details and registration request;
2. An email confirmation containing the tax invoice and bank account details will be sent to you;
3. Proceed with the attendance fee payment by bank transfer;
4. Send through email the proof of the payment transaction completion;
5. A tax receipt together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Kindly ensure that your payments reflect the Total Amount of the invoice that will be presented to you. It is your responsibility to cover all bank fees due to Telegraphic / Wire transfer.

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Registration form

By filling your contact data, you agree to receive further information about our events. Your privacy is very important to us. We will not sell, rent or share your personal information under any circumstances.

Participant details:

Mr. ☐ Mrs. ☐

First name ..... Last name .....

Job title .....

Email ..... Phone .....

Organization .....

Department ..... Date of training course .....

Training course .....

City ..... Country .....

Registration cancellation procedure

Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less $400 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

Term of Agreement

If there are no other standing agreements, this form represents a valid contract between the parties.

I agree to the above terms and conditions.

Signed ..... Date .....

Company stamp .....

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