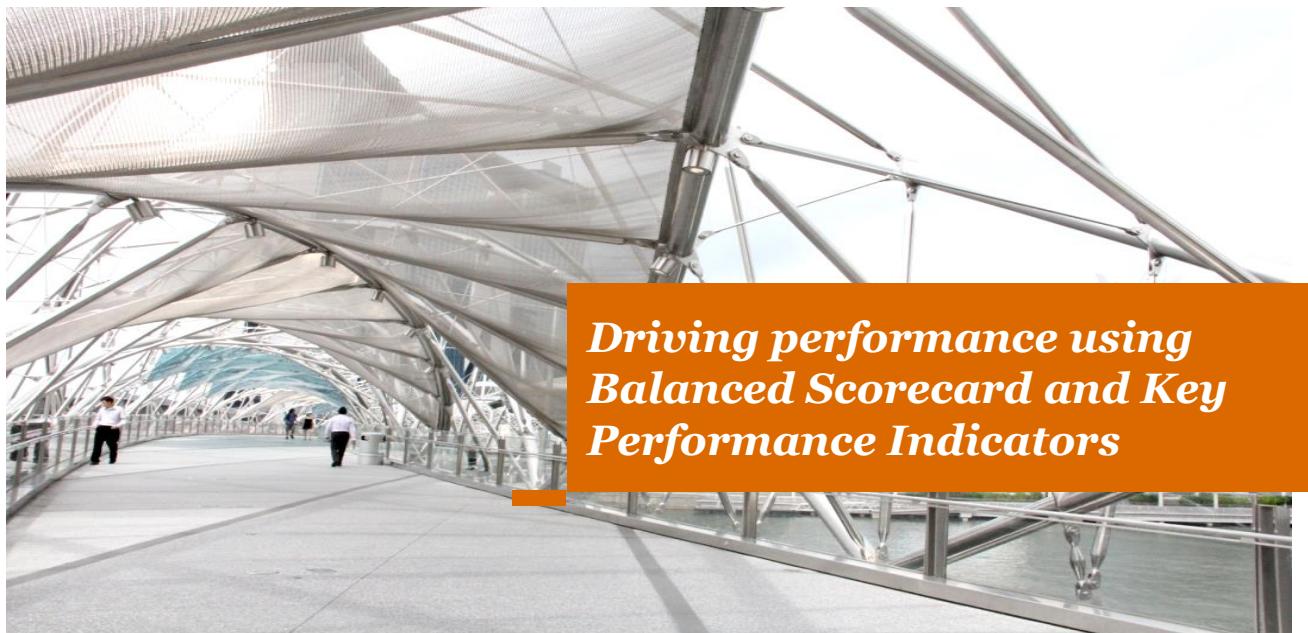


Performance Management Series:

Driving Performance – Balanced Scorecard & KPIs – 2-day workshop



**Driving performance using
Balanced Scorecard and Key
Performance Indicators**

Objective

Teaching participants how to effectively use the balanced scorecard (BSC) and key performance indicators (KPI) as a tool to drive performance and behaviour

Every participant must be a practitioner of BSC and KPI, or has attended the PwC's "Performance Management Series: Driving Performance – Introduction to Balanced Scorecard & KPIs"

Benefits of attending

Planning & budgeting is a yearly long drawn out affair for most companies, where it could take months to agree on the annual targets and long term strategic milestones.

In many cases, the approved budget does not necessarily drive the right behaviour to achieve the results which the company wanted.

In this workshop, we explore with you on how to set up the Balanced Scorecard, assist you to understand how to improve organisational performance by looking at measurements that matter, align the work people do on a day-to-day basis with strategy, focus on the drivers of future performance, improve communication of the organisation's Vision and Strategy, and prioritise in unpredictable times.

This 2-day course aims to equip participants with a comprehensive understanding of balanced scorecard and setting of KPIs. Learning is achieved via theory, examples and case study.

Who should attend?

CEOs, CFOs, COOs, Finance, Business Controllers, Compensation & Benefit, Operation

Tax deduction

Companies can claim 400% tax deductions or 60% cash payout of total registration fees under the Productivity and Innovation Credit (PIC) Scheme. Terms and Conditions apply.

For more information, please visit the IRAS website at www.iras.gov.sg

Workshop agenda

Day 1

- Review of BSC, strategic plan and annual budget to help drive performance behaviour within the organisation
- Revisit principles used in setting KPIs
- Renew the mind on how to cascade and distribute the BSC and KPI from organisational level to divisional and departmental level, and then to individual level
- Learn how best practice organisations are structured, and the roles and responsibilities that are outlined
- Sharing of a case study

Day 2

- Case study and group discussions
- Debrief of case study and tips on how to enhance performance management making it more effective

Workshop objectives

Balanced Scorecard (BSC) and KPI has been interchangeably used. They are 2 different tools complementing each other in the performance management framework.

Through the workshop, participants will:

- Learn how to translate theory into practice through hands-on session, working on the case studies
- Understand how best practice organisation setup the roles and responsibilities and the structure to support the performance management framework

Contact us

PwC's Academy

Email: academy.sg@sg.pwc.com

Registration fee

PwC Clients & Alumni: S\$1,050 (Includes 7% GST)

Public: S\$1,200 (Includes 7% GST)

How to register

Register your interest by contacting us via email at academy.sg@sg.pwc.com, visit our website at www.pwc.com.sg/academy or call Ms Siti or Maimunah at (65) 6236 3957/3.

A complete calendar of training courses can also be found on our website www.pwc.com/sg/academy

About the workshop leader

William Choong

Director

william.ct.choong@sg.pwc.com



William is a Director with PwC Singapore. He is the industry driver for the industries in Government, Resources and REC (Real Estate, Engineering & Construction). He also leads the Finance and Performance Management practice.

He has more than 23 years of industry and consulting experience. Prior to joining PwC, William headed the finance organisation of two multi-billions international corporations with investment, funding, operation and profit and loss responsibilities. He was also group head of corporate finance and performance in a European multi-national corporation with annual turnover close to a billion. and group head of internal audit for 2 Singapore main-board listed groups.

Registration Form

Driving Performance – Balanced Scorecard & KPIs – 2-day workshop

Fees: PwC clients/alumni - S\$1,050 • Public - S\$1,200

Closing date for registration: 1 week before course date

Please register the following person/s for the workshop on:

20 -21 April 2015

1. Name: Mr/Ms/Mdm Designation:

Email: Contact No:

2. Name: Mr/Ms/Mdm Designation:

Email: Contact No:

Contact Person

Name: Mr/Ms/Mdm Designation:

Company: Address:

.....
Email: Contact No.: Fax:

Enclosed is cheque for S\$..... (Cheque no.) made payable to "PricewaterhouseCoopers LLP"

Registration and Payment

Registrations can be done by telefax at (65) 6236 3300 but will only be confirmed upon receipt of payment and registration form. Please mail the registration form and payment to **PricewaterhouseCoopers LLP at 8 Cross Street #17-00 PWC Building Singapore 048424 (Attn: Siti/Maimunah, M&C Dept)**.

For registration and reservation enquiries, please call Ms Siti or Maimunah at (65) 6236 3957/3 or email us at academy.sg@sg.pwc.com

In-Company Training

This workshop can be presented on-site at your organisation as an in-house programme.

Please call Tony Moore at (65) 6236 3155 for more information or email at anthony.moore@sg.pwc.com.

Note:

- Fees includes 7% GST, refreshment, lunch at a hotel/nearby restaurant and seminar kit.
- The venue will be at a dedicated PwC Training Room in the PwC Building (located above Telok Ayer MRT Station) or at a venue conveniently located above/close to an MRT
- Cancellation Policy: If you are unable to attend, a replacement is welcome. For cancellation received in writing at least seven (7) days before the seminar, a full refund will be made. No refund (or full rate will be charged) if a cancellation occurs less than 7 days before the seminar date. Notice of cancellation must be made in writing to us.
- Certificate of Attendance will be awarded on successful completion of the workshop.
- The organiser reserves the right to change the venue, date and programme due to circumstances outside our control.

Tax deduction

Companies can claim 400% tax deductions or 60% cash payout of total registration fees under the Productivity and Innovation Credit (PIC) Scheme. Terms and Conditions apply.

For more information, please visit the IRAS website at www.iras.gov.sg/irashome/picredit