

## Tableau de Board

### - How to Design and Maintain a Management Scorecard

#### **General Objectives:**

This Course aims to provide participants with the knowledge necessary to develop a Management Indicator Framework adjusted to their Organization that serves as a basis for decision making.

#### **Specific Objectives:**

At the end of the action the trainees will be able to:

- Design or reformulate the network of indicator frameworks to the needs of each company.

#### **Recipients:**

This course is intended primarily for professionals who need to have a good set of management indicators available to support their decisions, namely: Managers; Directors; Technicians from different departments and / or business areas of the company.

#### **Duration:**

12 Hours

#### **Content Program**

##### **Module I - Situating the Management Indicator Framework in the Company's Management System**

- The Indicators Framework, a tool for steering and controlling performance;
- The Indicators Framework, key element of the deployment of the company's mission and strategy at the action level.

## **Module II - Making the Indicators Framework an essential management tool**

- Its characteristics;
- Its principles and design;
- Its production and use conditions.

## **Module III - Determining the relevant Indicators for the Indicator Framework**

- The performance indicators;
- The piloting indicators;
- The clarification indicators;
- The strategic indicators;
- The quality indicators.

## **Module IV - Validating the Management Indicators**

- The indicator system;
- Indicators and their perverse effects;
- Managing the relevance/cost conflict;
- The most common indicators by function.

## **Module V - Designing a Network of Indicator Frameworks**

- Achieving articulation between Indicator Frameworks.

## **Module VI - Managing the Indicator Frameworks**

- The stages of their implementation;
- The key success or failure factors.

## **Module VII - The Process Indicator Frameworks;**

## **Module VIII - The Key Performance Indicators.**

- The Balanced Scorecard: main characteristics;
- The process of building a Balanced Scorecard: practical examples.