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Balanced scorecard four perspectives pdf

Match the four perspectives of the balanced scorecard. Indicate which of the four perspectives in the balanced scorecard. Balanced scorecard four perspectives examples. Which of the following is not one of the four perspectives in the balanced scorecard framework. The four perspectives of the balanced scorecard include all of the following except. Kaplan and norton balanced scorecard four perspectives. Which of the following is not one of the four perspectives of the balanced scorecard. Which of the following is one of the four perspectives of a balanced scorecard.

Balanced Score Card is the strategic management technique for communication and assessment of achieving the strategy and mission of an organization. It consists of an integrated framework of financial performance measures of a non-financial that aim to clarify, communicate and manage the implementation of the strategy (adsbygoogle = window.adsbygoogle ||).push ({}); The concept of translating a organization strategy into objectives and measurement of performance for the following four perspectives: PerspectiveFinancial financial perspectives consider how the organization seems shareholders. That is to say, the way the organization creates value for shareholders. The balanced scorecards identifies the financial issues of three fundamental that will guide the business strategy, are the growth of revenues and mixing, cost reduction and asset perspective utilization.Customer Perspectives.Customer consider how the organization appears to the customer. The customer's perspective must identify the customer and the market segment in which business units will compete. There is a strong link between the customer's point of view and turnover objectives in the internal perspective perspective.Internal PerspectiveThe Financial requires attention to things the organization must excel to achieve its financial goals and customers. The processes of the value chain consists of those processes ie process innovation, the process of operation and the post-sales process (adsbygoogle = window.adsbygoogle ||).push ({});. Learning and growth PerseptiveThe learning and growth perspective require the organization to ask whether you can continue to improve and create value. If an organization is to continue to have loyal, customer satisfied and make good use of its resources, you must continue to learn and a Developing.Page 2Balanced score card is the strategic management technique for communication and evaluation of achieving the strategy and mission of an organization. It consists of an integrated framework of financial performance measures of a non-financial that aim to clarify, communicate and manage the implementation of the strategy (adsbygoogle = window.adsbygoogle ||).push ({}); The concept of translating a organization strategy into objectives and measurement of performance for the following four perspectives: PerspectiveFinancial financial perspectives consider how the organization seems shareholders. That is to say, the way the organization creates value for shareholders. 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Learning and growth PerseptiveThe learning and growth perspective require the organization to ask whether you can continue to improve and create value. If an organization is to continue to have loyal, satisfied customer and make good use of its resources, you must continue to learn and develop. One of the features of the Balanced Scorecard signature is that you look at the organizational performance from various perspectives. They are the dimensions of performance, or lenses, which strategy in context. It takes several perspectives e usually FourA to understand an organization as a system consisting of elements that work together, like the gears of a clock or end clock. Together, these elements create value, leading to a And the satisfaction of interested parties and good financial performance. Why does your organization prospects need? DR.S. Robert Kaplan and David Norton find in their initial work together that too many organizations measured their success only from a financial point of view and that it was necessary a larger, together more strategic in size. The success of some strategies can be measured by a single point of view. The four basic perspectives allows the organization to use a strategic map to articulate employees as the value is created by the organization. What Balanced Scorecard Perspectives if an US private sector organization? The four points of view of a traditional balanced assessment card are financial, customer, internal process, and learning and growth. In Piazza di Nove in Success a e, the original Balanced Learning Scorecard A e and the GrowthA e perspective has been changed to an organizational capacity, so as to reflect the internal building capacity necessary to improve internal processes. The four components included in the organizational capacity perspective are human capital, tools and technology, infrastructure, and governance. Learning and growth occurs throughout the entire organization and during the execution of the strategy, not only in a perspective. The image below shows the creation of value through history the prospects for sector / commercial organizations. As a prospects show a Story creation value in organizations / commercial What Balanced Scorecard Perspectives If an organization of the US public sector? Civil government, defense and non-profit organizations are the guided mission. These organizations use the value creation logic other than the one (profit guided) organizations and industry organizations. In the Institute mode, scorecard mission-driven systems reflect the unique nature and value of the mission-driven organizations. Nomenclature perspective must reflect this difference. For example, governments are not in the business to make a profit, so a point of view A e FinancialA e can be a misleading way to identify this perspective to stakeholders. StewardshipA e A A, financial may be more appropriate, as a management connotes a message of wise use of (taxpayersA e A e or fundsA e a) Money and fiduciability responsibility, rather than an improvement in profitability and value for shareholders. In military organizations, other governmental and non-profit organizations, terms such as effectivenessA e resource A or effectivenessA e budget A are commonly used. For non-profit, imparting financial stewardship The concept of using resources conveniently, something donors and lenders would undoubtedly like to see. The image below shows the high level of value creation history through the prospects for mission-driven organizations. As Perspectives shows a creation of Story value in mission-driven organizations in the same way, for the client's perspective / interested parties in the nine Methodology passes, (as detailed in the Way Institute), words as a client, member, soldier and citizen are Used because emotionally tying the management system for people or groups served by the programs and services of these mission-oriented organizations. For corporate and sector scorecards, the word A e customersA e is traditionally used to describe this perspective. In Institute path, the positioning of views of the government and non-for-profit scorecard is differentiated. Financial should not be the top point of view for a mission-driven organization e s scorecard because financial management is not the end of the value chain for that kind of stakeholder satisfaction It is the end of the value chain. For these organizations, the extremities of the value chain, not with the best financial results (although thatA e s a good thing!), But with satisfied members, citizens or other interested parties. Putting perspective (administration) Financial in the second position from above is more appropriate, such as the satisfaction of the interested parties derives derives Large part from the delivery of economic programs and services and are considered necessary and sufficient. A customer used a hybrid scorecard matrix by putting financial and customer prospects in the upper line to strengthen that both financial success and customer experience were equally important. The nine passages towards success "a e framework is very flexible to adapt to the changes like these and continue to keep the principles of scorecarding intact. Can I change the names of the perspective? Prospective names can change to adapt to the organization's culture, Although the underlying focus does not generally. In other words, while a public sector organization may prefer the label A e a,~ A "Stewardship", the prospect focus should remain on financial performance. Choose the labels that resound with the organization's strategy and clearly communicate internally and externally. For example, an organization could use A e a,~ "People and tools" instead of "organizational capacity" (or A e a,~ A "learning and growth"), and another could rightly describe this perspective as A e a,~ "People, knowledge and technology ... How can I learn more about balanced scorecard prospects? Take a look at our balanced scorecard professional certification program or contact us with questions to learn more about the perspectives or balanced scorecard. What would you say if I told you that you probably followed the scorecard prospects balanced Norton and Kaplan in your organization for a very long time? (Really, you have.) Allow me to explain. Management practices were traditionally managed in the Siloes. Someone has always managed the finances of your company. You had a strategy focused on how to better understand your customers, customers or constituents. It focuses on both internal processes and management of management operations. There are some practices in your company around Human Resources. Each of those bullet points constitutes one of the four balanced perspectives of scorecard (a term mentioned for the first time in the first floor of Robert S. Kaplan and David P. Norton, A e a,~ "The balanced scorecard: translating the strategy into Action. A e a,~) But the trick is all receiving in an organization to see and fully understand how these areas are joined to each other - and this is where a strategic map enters. More about the mapping of the strategy and the perspectives. Map of the strategy "The visual representation of your scorecardA e a,~" has become popular after the third book by Norton and Kaplan, A e a,~ A "Strategoria Maps: converting intangible activities in tangible outcomes. A~ The belief , the importance and power of the strategy map is that of the strategy map you can tell a story of your organization on a page - and has a long list of advantages: provides a simple, clean and visual representation of LLA your strategy that is easily postponed. Unifies All your goals in a e

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