

Balanced Scorecards

Performance

Pathways Consulting W.L.L

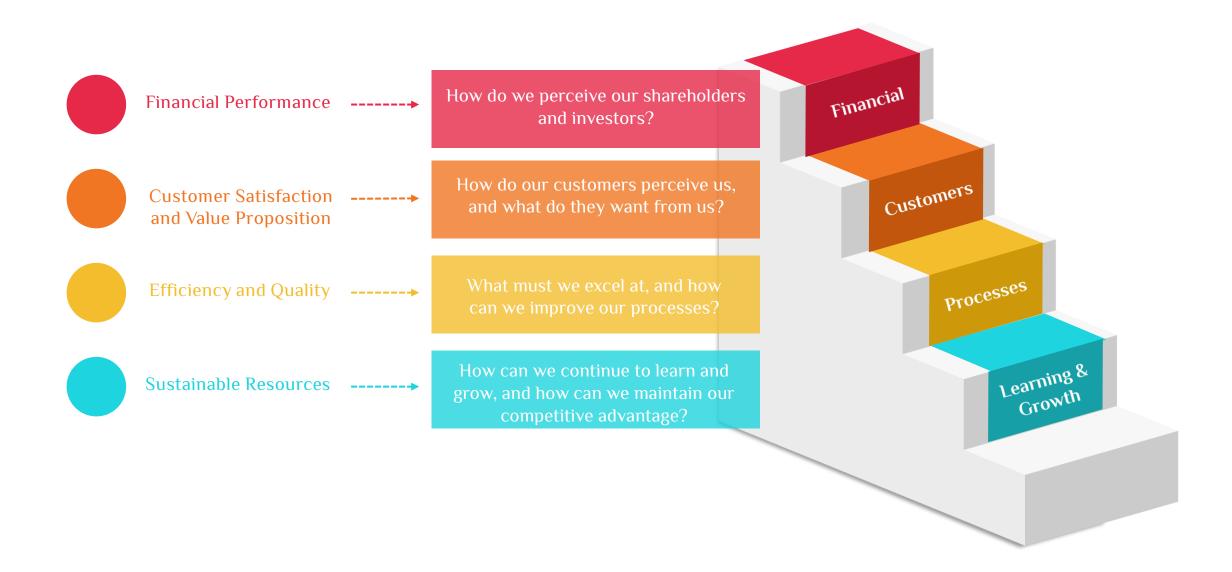


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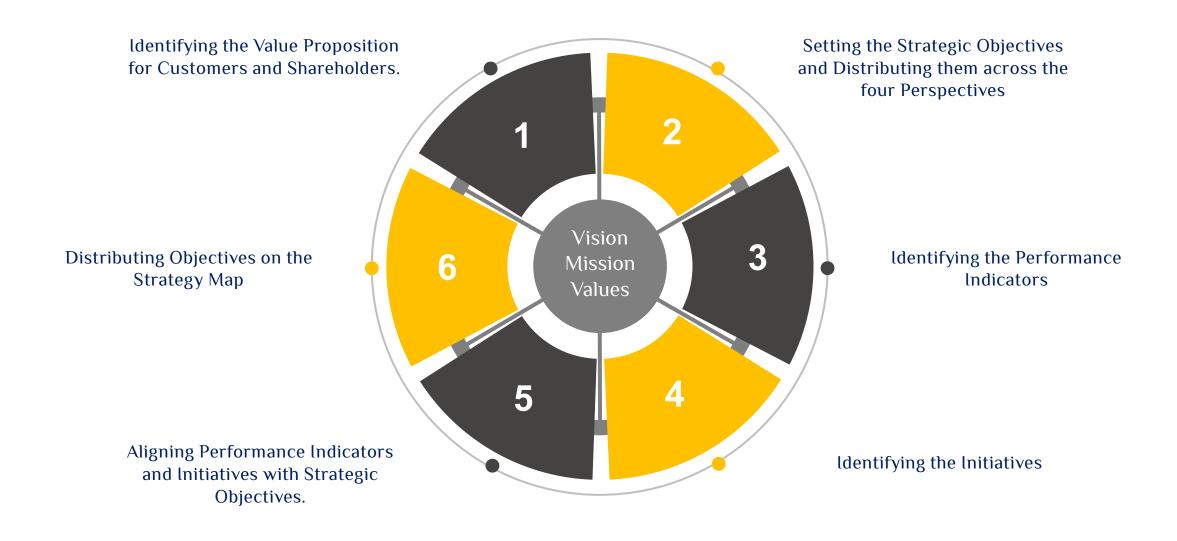
A comprehensive framework used to manage organizational performance by linking strategic objectives to measurable outcomes.

The Balanced Scorecard was developed in the early 1990s by Robert Kaplan and David Norton.

Perspectives



Building Balanced Scorecards



Balanced Scorecards (proposed card)

	Objectives	Performance Indicators	lnitiatives
Financial			
Customer			
Internal Processes			
Learning & Growth			

The Objective may include more than one performance indicator or initiative.

