

Getting the Balance



Sheila Fraser Associates



My learning journey on balanced score card

- Link with other quality models
- The wrong path!
- Who has used it (and similar models)
- How Cedar Housing use it
- What now!



The Answer is ...

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Balanced Scorecard

- Financial
- Customer
- Processes
- Learning and development

Turn your operational strategy into
everyday deliverables







Cedar Foundation



Stella Maguire



Kieran Molloy, Head
of Training Services



Work Plan - Employment Development Officer

Objective	Measure	Performance Target
To complete quarterly reports on activity within the Employment Development Programme	Quarterly Activity Report completed to schedule	Report completed 3 weeks before period end
To maintain the optimum number of trainees within the Employment Development Programme	ESF Contract Compliance - Training Hours & Occupancy	Trainee activity = 300 hours per week 30 trainees on placement



What next!

- Could you introduce a square agenda to meetings
- Is it better to ask questions
 - What does it cost? (Financial/ Resources)
 - What do you do? (Process - tasks)
 - Who needs it done (Customers)
 - How do you make it better (learning)



How many times is the word
balance written in the new 2010
EFQM excellence model?



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