

## Six Sigma Business Scorecard

<b>Seminar title</b>	007 Six Sigma Business Scorecard
<b>Intended participants</b>	Executives, managers <u>Applications:</u> manufacturing, service providers, financial organisations, health- and insurance organisations, process applications (chemical etc.),
<b>Goals</b>	Get an overview of the state-of-the-art concepts, practical approaches and IT solutions for developing and maintaining Business (Balanced) Scorecard at all levels of organization. Learn how to define, measure, analyse and control seven highly critical areas: 1) leadership and profitability; 2) management and improvement; 3) employees and innovation; 4) purchasing and supplier management; 5) operational execution; 6) sales and distribution; and 7) service and growth. Get and introduction how to apply Six Sigma tools for judging overall performance of organization with Business Performance Index (BPI), as well as the performance of different business processes and functional units/teams.
<b>Content</b>	<p>Day 1</p> <ul style="list-style-type: none"> <li>• Trends in Performance Measurements</li> <li>• Balanced Scorecards and IT implementations: Overview</li> <li>• Six Sigma Introduction</li> <li>• Business Cases and Exercises</li> </ul> <p>Day 2</p> <ul style="list-style-type: none"> <li>• Strategic Performance Measures and Targets</li> <li>• Cascading and Allignment</li> <li>• Six Sigma Tools for Managing Balanced Scorecards (Define)</li> <li>• Business Cases and Exercises</li> </ul> <p>Day 3</p> <ul style="list-style-type: none"> <li>• Six Sigma Tools for Scorecard capability assessment (Measure)</li> <li>• Tools for Scorecard Auditing and Interpretation (Analyse)</li> <li>• Business Improvement Initiatives linked to the Balanced Score Cards (Improve/Design)</li> <li>• Monitoring Business and Organisational Performance (Control)</li> <li>• Open Forum</li> </ul>
<b>Previous knowledge required</b>	Business Leadership and Management experience, fluent business english
<b>Duration</b>	3 days
<b>Location</b>	Portoroz, Slovenia or on-site
<b>Working Language</b>	English
<b>Instructor</b>	Prof. Dr. Elena Averboukh, Fellow Six Sigma Master Black Belt