



*Proposal*

**BALANCED SCORECARD (BSC) WORKSHOP**

*FOR*

**SARAWAK IMPLEMENTATION MONITORING UNIT  
DEPARTMENT OF THE PREMIER OF SARAWAK**

**Prepared by:**

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**11 JANUARY 2024**

# PROPOSAL ON BALANCED SCORECARD (BSC) WORKSHOP FOR SARAWAK IMPLEMENTATION MONITORING UNIT, DEPARTMENT OF THE PREMIER OF SARAWAK

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## 1.0 INTRODUCTION

- 1.1 The Balanced Scorecard (BSC) is a framework to implement and manage strategy. It links a vision to strategic goals, measures, targets, and initiatives. It balances financial measures, performance measures and objectives related to all parts of the organization. It is a business performance management tool.
- 1.2 The BSC is not just a scorecard. It is a methodology. It starts by identifying several financial and non-financial objectives related to strategic priorities. It then looks at measures, setting targets and strategic projects (often called initiatives). In this latter stage, the approach differs from other strategic methodologies. It forces an organization to think about how objectives can be measured and only then identifies projects to drive the goals. Leaving the identification of projects to the end avoids creating costly projects that may not impact the strategy.
- 1.3 Focusing on the four areas of financial and non-financial objectives brings about a balance. These are the Perspectives. They are Financial, Customer, Internal Processes and Organizational Capacity.

## 2.0 BENEFITS

There are three main benefits of the Balanced Scorecard approach:

- 2.1 **A global view of the company's performance:** The BSC enables companies to track a wide range of performance indicators, not just financial measures. This gives a more complete picture of the health and performance of the business.
- 2.2 **Strategic alignment:** BSC helps to align the company's objectives and initiatives with its overall vision and strategy.
- 2.3 **Communication and understanding:** BSC makes it easier for all staff to communicate and understand the company's strategy.

## 3.0 COURSE CONTENTS

By attending this training course, participant will learn about:

- 3.1 Basic concepts of the balanced scorecard and how it can be used to improve organizational performance.
- 3.2 How the balanced scorecard applies to different types of organizations.
- 3.3 How to build and implement a balanced scorecard using the nine-step methodology.
- 3.4 How to develop meaningful performance measures and targets.
- 3.5 How a scorecard system can drive a performance-informed budget and accountability.
- 3.6 How to better inform decision making through scorecard automation.
- 3.7 How to cascade the scorecard to all levels of an organization.
- 3.8 How to design and implement a scorecard where other frameworks have already been introduced.
- 3.9 How to revise poorly designed scorecard elements.
- 3.10 How to overcome obstacles and real-world challenges.
- 3.11 How to evaluate planning documents and processes.

#### 4.0 METHODOLOGY

4.1 For the effectiveness of the training, the course will be carried out with a combination of theory and practical approach, e.g., lectures, discussions, workshops, practical exercises.

#### 5.0 PARTICIPANTS

5.1 To ensure the effectiveness of the program, the maximum participant for this program is **30 persons** per course. Each additional participant is charged **RM140.00 per participant / day**.

#### 6.0 FEE AND METHOD OF PAYMENT

6.1 The fee for the 2-day course please refer to the table below. Payment shall be made to **“MALAYSIA PRODUCTIVITY CORPORATION” (MBB ISLAMIC: 561190058550)**.

DETAIL	RM
Course Fees (RM5,500.00 x 2 days)	11,000.00
Discount 10%	1,100.00
Total Payment	<b>9,900.00</b>

6.1 The following items are inclusive in the total fee:

- Professional fee (for the trainer)

6.2 Other expenses such as meal (for participants) during the course, rental of training venue & facilities (if any), accommodation (for participants, if any) or other incidental costs incurred for this course are excluded.

6.3 An invoice will be submitted to the organization upon the completion of the course and payment is expected within **30 days**.

#### 7.0 COURSE PARTICULARS

Date: 22 – 23 January 2024  
Venue: The Waterfront Hotel Kuching  
Duration: 2 days (9.00 am – 5.00 pm)  
Trainers: Associate appointed by MPC Sarawak  
Language: Bahasa Malaysia / English

#### 8.0 COMMENCEMENT OF PROGRAMME

8.1 Either party, however, can make necessary changes/postpone/reschedule the program due to any unforeseen circumstances.

8.2 Notice acceptance of the proposal must be made in writing with a minimum of **14 working days** before commencement of the program. An organization will then require submitting the duly filled **“Surat Persetujuan Organisasi Untuk Melaksanakan Kursus Permintaan MPC (ISO) C7/ P4/F.03”** to MPC Sarawak. (This form will be attached later).

## **9.0 VALIDITY**

9.1 All information in this proposal is valid for two (2) months from the date of issuance.

## **10.0 FURTHER INFORMATION**

For further inquiry on the proposal, additional information, etc, kindly please contact:

### **Director**

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**PROPOSAL ON BALANCED SCORECARD (BSC) WORKSHOP FOR SARAWAK  
IMPLEMENTATION MONITORING UNIT  
DEPARTMENT OF THE PREMIER OF SARAWAK**

**Venue: TBC**  
**Date : February 2024**  
**Time : 9.00am – 5.00pm**

TIME	ACTIVITY
<u>Day 1</u>  9.00am – 5.00pm	<ul style="list-style-type: none"><li>• Module I. Introduction</li><li>• Module II. Overview of the Balanced Scorecard (BSC)</li><li>• Introduction to performance management and measurement</li><li>• Balanced scorecard history</li><li>• Advantages of using BSC performance systems</li></ul>
<u>Day 2</u>  9.00am – 5.00pm	<ul style="list-style-type: none"><li>• The Nine-Step Methodology for building and implementing a balanced scorecard project.</li><li>• Set targets &amp; normalize data.</li><li>• Improve data visualization.</li><li>• Develop an internal and external communication plan.</li><li>• Develop an Action Plan based on your organization's readiness.</li></ul>

***\*Schedule above is subject to changes***

**Breaks:**

1000-1015: Morning  
1300-1400: Lunch  
1530-1545: Afternoon