Six Sigma Business Scorecard:
Measuring Organisation Performance

- How do you know if your organisation is truly performing at its best?

- Are your performance measures helping you grow, or just keeping score?

- Can you link daily operations to long-term profitability and sustainability?

- Do your leaders have a clear, consistent view of what success really looks like?

Introduction

This workshop is designed to guide leaders and managers in building a practical and comprehensive system to measure organisational performance. The Six Sigma Business Scorecard introduces a new way of thinking that goes beyond financial results, enabling organisations to balance profitability with long-term growth.The program begins by helping participants establish a clear baseline of current performance. It then introduces the principles and structure of the Six Sigma Business Scorecard, explaining how it provides a framework to measure quality, productivity, cost, and growth in a connected way. Participants will learn how to implement the scorecard across their organisation so that every unit, from operations to customer service, contributes to overall corporate goals.Finally, the workshop focuses on monitoring and sustaining performance. Leaders will gain practical insights on how to use the scorecard as a living tool—not just for reporting results, but for driving improvements, aligning teams, and making better decisions. By the end of the program, participants will have a clear roadmap to establish a measurement system that captures both financial and non-financial drivers of success, ensuring that performance improvements translate into real business impact.

Program Objectives

This program aims to:
- Expounds on leadership for inspiration, managers for improvement, and employees for innovation
- To sustain profitability and growth, a clear responsibility for growth.

Learning Outcomes

After completing this program, participants should be able to:
- Understand the concept of corporate performance

- Plan a complete guide to complete corporate performance measurement system
- Overcome and improve business performance based on the corporate

Who should attend?

Non-managerial, First-line management, middle management, and anyone who would like to venture to the area of a balanced scorecard.

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	**Trends in Performance Measurements** This module starts with exposing the participants' various method in performance measurement. The strength and weakness of each performance measurement and the application of each performance measurement are discussed in this module.
10.30am-11.00am	**Break and Networking**
11.00am-1.00pm	**Six Sigma – An Overview** In this module, the participants would be exposed to fundamental of six sigma - define, measure, analyse, improve and control. This module provides a strong fundamental for the participants to apply the six sigma scorecard. The participants would also learn the needs of the six sigma business scorecard.
1.00pm-2.00pm	**Lunch Break and Networking**
2.00pm-3.30pm	**Planning for the Six Sigma Business Scorecard** During the planning stage, the participants would like into the vision and strategies. During this stage, the participants would learn to look into the organisation objectives, strategy map, performance measure, initiatives, performance analysis, alignment, evaluation, assessment and the strategy.
3.30pm-4.00pm	**Break and Networking**
4.00pm-5.00pm	**The Six Sigma Business Scorecard Development** In this stage, the participants would look into the four perspectives - the finance, internal process, learning and development, and the customers.

	For instance, the participant would be exposed to the knowledge and skills on considering return on investment, cash flow and financial results. For the internal process, the participants would take into consideration of number of activities per function, the process alignment, the process automation. For learning and growth, the participants would take care of employee satisfaction and employee turnover. Lastly, the participants would take care of the quality performance for customers,

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Time	Day Two
9.00am– 10.30am	**Adapting the Six Sigma Business Scorecard to Organisation** The participants would learn how to review and evaluate the adaption process of six sigma business scorecard to their business activities. In this module, the participants would also pick up the skills to adapt the six sigma business scorecard to an organisation through growth, leadership, acceleration, collaboration, innovation, execution and retention.
10.30am-11.00am	**Break and Networking**
11.00am-1.00pm	**Monitoring Performance Using the Six Sigma Business Scorecard** In this module, the participants learn the managing change in business scorecard. In order to ensure the implementation of scorecard to be success, the participants must be able to create strategy to monitor the change process effectively and efficiently.
1.00pm-2.00pm	**Lunch Break and Networking**
2.00pm-3.30pm	**Performance, Profitability and Standards** In this module, the participants would look at the holistic approach of performance scorecard. The impact and the role of the scorecard contributing to the performance, the profitability of the organisation and the quality as well as the standard for the organisation.
3.30pm-4.00pm	**Break and Networking**
4.00pm-5.00pm	**Application of Six Sigma Business Scorecard** Integrating the six sigma business scorecard and quality management system is the key take back point of this module. With the application of the technology, the participants would be able to implement the six sigma business scorecard successfully in the organisation.

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