

Balanced Scorecard

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Assignment

Aspect of Company Performance	Factors to be Considered	Organizational Goal	Actual Performance	Gaps
Financial	Quarterly Profit Results Return on Capital Employed	\$5,000 \$4,000	\$6,000 \$1,500	INPUT GAPS
Customer	Customer Satisfaction Rate Customer Recommendation Rate (rate of new business generated by recommendations from existing customers)	95% 80%	95% 100%	INPUT GAPS
Internal Processes	Duplicate Activities Across Functions (percent of the activities completed that are duplicated in another function) Process Bottlenecks (percent of the process that becomes bottlenecked in an average run cycle)	25% 15%	20% 15%	INPUT GAPS
People Innovation Growth Assets	Employee Turnover Employee Job Satisfaction	25% 90%	0% 50%	INPUT GAPS

Use the tabs and text fields below to provide recommendations based on the above balanced scorecard.

<u>Input Recommendations for each</u>	Financial:	Customer:	Internal Process:	People/Innovation/Growth Assets:
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