

Balanced Scorecard

<p>FINANCE</p> <ul style="list-style-type: none">• Return On Investment• Cash Flow• Turnover / profit / margins• Management information	<p>BUSINESS PROCESSES</p> <ul style="list-style-type: none">• Departmental process• Quality• Throughput• Process bottlenecks• Use of resources
<p>CUSTOMER</p> <ul style="list-style-type: none">• Delivery performance• Quality performance• Customer satisfaction• Customer retention	<p>LEARNING & DEVELOPMENT</p> <ul style="list-style-type: none">• Skills matrix• Employee turnover• Job satisfaction• Impact of development• Sickness