Elevora
Global Training

COURSE BROCHURE

Balanced Scorecard and Performance Measurement

Quality & Operational Excellence

Code	Duration	Formats	Language	Certificate
QE-105	**5 or 10 days**	**Classroom, live online, in-house, blended**	**English or Arabic**	**Certificate of completion**

A practical quality and operational excellence course covering balanced scorecard concept, building strategy maps and selecting KPIs and targets. Run as a 5-day core or 10-day extended programme, in 16 cities, live online or in-house, and fully customisable for your team.

About this course

Balanced Scorecard and Performance Measurement gives delegates a structured, practical understanding of balanced scorecard concept and building strategy maps, then builds the skills to apply selecting KPIs and targets, cascading the scorecard and performance reviews in real work. Sessions are led by practitioners with at least 15 years in the field.

What you will learn

- Balanced scorecard concept
- Building strategy maps
- Selecting KPIs and targets
- Cascading the scorecard
- Performance reviews

Who should attend

Quality managers, auditors, process owners, improvement leads and operations managers.

5-day course outline

Day 1	**Balanced scorecard concept**	Concepts, standards and terminology, with a diagnostic exercise to baseline the group.
Day 2	**Building strategy maps**	Methods and tools explained step by step, with worked examples from real operations.
Day 3	**Selecting KPIs and targets**	Hands-on practice in small groups using realistic data, cases and templates.
Day 4	**Cascading the scorecard**	Case studies of successes and failures, and how to apply the lessons in your organisation.
Day 5	**Performance reviews**	Integration exercise, final knowledge check and a personal action plan.

10-day extended programme

Includes the full 5-day outline, plus a second week of applied work:

Day 6	**Applied workshop: Balanced scorecard concept** — Deeper practice with your own data or site examples.
Day 7	**Applied workshop: Building strategy maps and selecting KPIs and targets** — Group exercises that combine methods from week one.
Day 8	**Field case study: Cascading the scorecard** — A detailed industry case worked through from start to finish.
Day 9	**Advanced practice: Performance reviews** — Tools, templates and checklists to take back to work.
Day 10	**Assessed project and presentation** — Each delegate presents an improvement plan and completes the final assessment.

Upcoming classroom dates

More dates, cities and live online sessions on request.

Dates	City	Length	Fee per delegate
9 Nov 2026 to 20 Nov 2026	Istanbul	10 days	**$4,450**
14 Dec 2026 to 18 Dec 2026	Istanbul	5 days	**$2,450**
4 Jan 2027 to 15 Jan 2027	Kuala Lumpur	10 days	**$4,450**
15 Feb 2027 to 26 Feb 2027	Barcelona	10 days	**$6,250**
15 Mar 2027 to 19 Mar 2027	Amsterdam	5 days	**$3,450**

Fees per delegate (2026 to 2027)

Format	5 days	10 days
Classroom: Dubai, Istanbul, Cairo, Kuala Lumpur	**$2,450**	**$4,450**
Classroom: London, Europe, Singapore	**$3,450**	**$6,250**
Live online	**$1,450**	**$2,650**
In-house, group of up to 15	**From $12,900**	**From $23,500**

Classroom fees include tuition, materials, lunch and refreshments, and a certificate. 10% group saving for 3 delegates, 15% for 5 or more.

Tailored to your team

Change the level, language, length (1 to 20 days) and format, add topics from other courses or entirely new topics, and include your own case studies, site visits or exam preparation. Build it online for an instant indicative fee.

Register or request an in-house proposal

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