Why Balance Scorecard ?

➢ Amongst the several options for resolving the issue the top management used Balanced Scorecard approach as it was most feasible

➢ Implement a rigorous mechanism of checks across several delivery centers

➢ Improving the overall productivity and employee performance

Implementation

➢ A team was created that had members from all the major divisions to pool in their 'plausible' causes for the decline being experienced

➢ A criteria was developed for filtering the collected measures and used to arrive at the 'most relevant group' of KPIs (Key performance Indicators)

➢ The software chosen was such that it permitted arranging the scorecards in the form of 'cascade'