

Issues

- Lately it has been confronting difficulties in **tracking and monitoring** the performance of the **employee**
- **Managers** were unable to decide the reason for **significant dips** in progress of employees and in **revenues volume**
- Need to optimize the service delivery processes

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**