



Benchmarking: Strategic Planning

A Simpson

Exercise: Balanced Scorecard Objectives

Perspective	Objective	Initiative	Target
Finance	How can we improve the financial situation?	Improve billing. Improve debt collection.	
Customer	How can we improve our customer satisfaction?	Reduce power outages.	
Process	What processes can we improve to satisfy the financial & Customer objectives?	Improve power outage planning & coordination. Improve efficiency of diesel, HFO energy production. Planning for renewable energy	
Learning & Growth	How can we improve the work culture, data acquisition and reporting, human capital to improve performance?	Improve reporting. Implement SCADA. Review ICT system. Performance management system	

Exercise: Review your BSC Objectives developed in the First Sessions and complete the Table below

Perspective	Objective	Initiative	Indicators	Target
Finance				
Customer				
Process				
Learning & Growth				