

Balanced Scorecard: Success through Leadership Enablers

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Abstract

In this presentation the critical importance of a Balanced Scorecard implementation success through leadership enablers will be discussed. Basic concepts of developing business strategy, identifying critical measurements of non-financial (customer, employee, and process) and financial perspectives, and use of Hoshin Planning to implement the Balanced Scorecard process to achieve business strategy will be shared. Specific emphasis on managing business strategy with focus on alignment, resource allocation, feedback, and strategic learning process for effective implementation of a Balanced Scorecard will be highlighted. Need to identify, analyze, and act on the right non-financial measures will be stressed. Few case studies of successful Balanced Scorecard use will be shared.

Biography

Dr. Manu Vora is Chairman and President of Business Excellence, Inc., a global quality management consulting services firm. Manu has guided Fortune 500 companies (AT&T Bell Laboratories, and Lucent Technologies) with Malcolm Baldrige assessments in leadership development, customer satisfaction, employee engagement, and process improvement. He was a Vice President at the American Society for Quality (ASQ) Board of Directors. He served as a Chairperson for the ASQ Chicago Section. Manu was a Chief Judge at the Illinois Team Excellence Award Program. He is a member of the Board of Examiners of the International Asia Pacific Quality Award. He is an ASQ CQE and a Fellow. Manu holds MBA with Marketing Management, and B.S., M.S., and Ph.D. in Chemical Engineering. As an Adjunct Professor, he teaches "Quality Management" and "Supply Chain Management" in the MBA Program at the Stuart Graduate School of Business, Illinois Institute of Technology in Chicago, USA.

Manu is a sought after speaker on business excellence and quality management topics to local, regional, national, and international audiences with over 160 presentations around the globe. He has been recognized with numerous awards and honors including ASQ "Grant Medal" and "Lancaster Medal"; "Joe Lisy Award" and "Founder's Award" from the ASQ Chicago Section. He is a Member of the Board of Advisors of CASS Program at the Broome Community College in Binghamton, NY. He received "2004 Professional Achievement Award" and "2000 International Alumni Leadership Award" from Illinois Institute of Technology in Chicago. Manu received "2000 Paul Harris Fellow Medal" from the Rotary Foundation of Rotary International and "1990 Distinguished Service Award" from Save The Children Federation. He received the prestigious J. N. Tata Endowment Scholarship in India for his graduate work in the USA. As a founding Director and President of Blind Foundation for India, Manu has raised over \$3 million to help visually impaired people in India.

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