

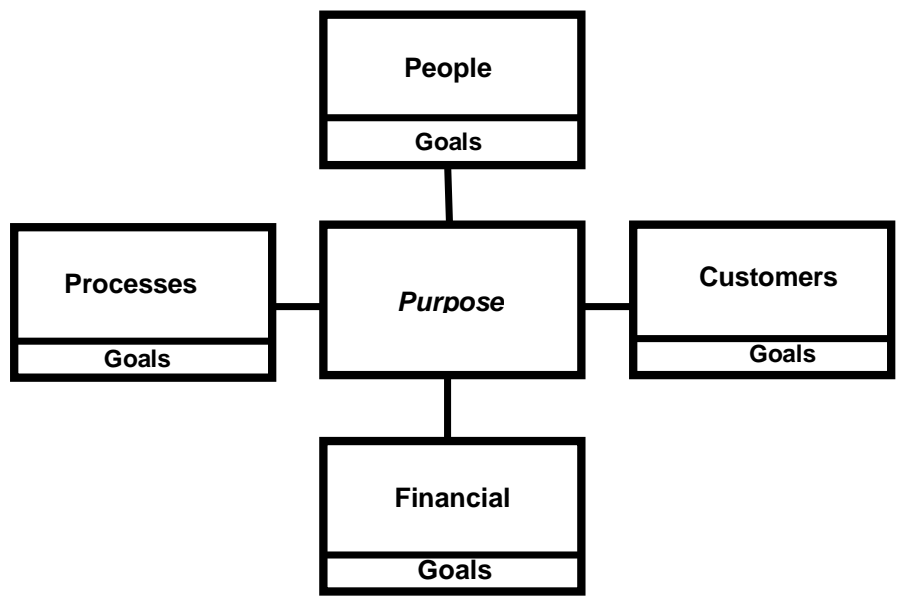
Balanced Scorecard

Companies can operate in many ways. This can range from 'seat of the pants' fire-fighting, through to managing constraints to improve throughput through a structured and formal process.

Process can include formal planning coupled with structured policy development and staged process deployment and measurement. In the real world what works - works! But what works needs to be measured and tested to see if it has both worked and moved the company closer to the achievement of purpose.

The NZMEA encourages all our members, to monitor performance and with this in mind the programme we offer is configured to reflect a straightforward measurement method. We call this the Balanced Scorecard and it is based on a long-standing framework that has been tested over time.

The model was first developed at Harvard University. It is applicable to a one-person start-up through to a mature global corporation. In its basic form it is simple, effective and focuses measures in the four key areas of company operation:



**“what gets measured gets better”**

**“linkages and coherence, this model gives some context to our programme”**

The model suggests that improving performance in each of these four areas in a way that links to company goals and purpose leads to sustainable growth and success. This model works in informal and formal planning environments; it helps breakdown activity and provides a test against local goals, measures and company purpose.

## Event Formats and General Types

Our educational programmes and services are focused on helping companies develop world class staff, products, processes and results. A line-up of events focused on manufacturing and exporting helps companies keep ahead of industry trends and compliance issues.

In addition to learning from expert staff and other presenters, members learn from interaction with one another, sharing experiences and knowledge. Events are open to all staff, encouraging up-skilling at all levels.

Refreshments before, during or after the events provide a valuable opportunity for networking with fellow manufacturers and exporters.

### Forums

Presentations lasting about an hour to introduce new topics giving members the knowledge to identify and develop their needs and interest. Typically followed by a questions and answer session.

### Conversations

Led by Senior Executives, these are interactive, case study based sessions intended to stimulate new ways of thinking.

### Site Visits

We arrange a number of visits throughout the year to companies so members can learn from members. Register early, numbers are always limited on these visits.

### Solutions for Progress

The guided application of a practical problem solving process, real problems experienced by those involved are analysed and Solutions Networks are developed to complete real solutions that add value to participants' businesses.

### Workshops

Practical tools for developing and adding value to your business, the length of these events can vary from two hours to a series of days depending on content.

### Special Events

These include sessions with politicians and other speakers, trade group meetings and other special events.

**“different event formats better suit some content, we try to be brief and focused”**

**“we seek feedback on all events to keep the quality standard as high as possible”**