

2017-03-01

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Name	Initiatives	Performance	Progress	Value
Hotel Generic Balanced Scorecard		43.24%	45.29%	
Financial Perspective		0%	0%	0
Shareholders Profit Growth		0%	0%	0
Productivity Growth		70%	87.5%	70
Service Cost per Room Update monthly on day 1		70%	87.5%	23
Products and services guest might need during the stay		0%	0%	0
Revenue Growth		46.67%	71.43%	46.667
Average room rate Update monthly on day 1		46.67%	71.43%	70
Improve booking websites brand		70%	87.5%	70
Room excellence		70%	70%	70
Customer Perspective		46.67%	52.5%	46.667
Products and services guest might need during the stay		0%	0%	0
Relationship management		0%	0%	0
Room excellence		70%	70%	70
Expert survey, %		70%	70%	70
Modify existent rooms		90%	90%	90
Improve booking websites brand		70%	87.5%	70
Booking website scorecard		70%	87.5%	8.5
Brand campaign		0%	0%	0
Internal Process Perspective		30%	30%	30
Relationship management		0%	0%	0
What additional services guests might need? Update monthly on day 1				
Modify existent rooms		90%	90%	90
Rooms according standards		90%	90%	90
Room Quality		80%	80%	80
Brand campaign		0%	0%	0
Learn high and low scoring factors		87.5%	87.5%	87.5
Learning & Growth Perspective		83.75%	83.75%	83.75
What additional services guests might need? Update monthly on day 1				
Room Quality		80%	80%	80
What quality standards are expected by guests? Update monthly on day 1		80%	80%	8
How to ensure high standards of quality? Update monthly on day 1				
Learn high and low scoring factors		87.5%	87.5%	87.5
Reviews analyzed		95%	95%	95
Factors listed		80%	80%	20

Balanced Scorecard Example For Hotel Top Management Bsc

Liyong Dong



Balanced Scorecard Example For Hotel Top Management Bsc:

The Application of Balanced Scorecard in Hospitality Industry Caroline Mutuku, 2018-05-28 Seminar paper from the year 2018 in the subject Economy Health Economics grade 1 language English abstract This essay will focus on the use of BSC in the hospitality industry and our case study the Hilton Hotels worldwide The essay will show how BSC has been used in Hilton Hotel to measure the company performance It will also discuss how the management compensation plan has been linked with the BSC The increase in competition in the hospitality industry for instance in the hotel sector has attracted interest in quality improvement and implementation of performance measurement systems in these organizations so as to achieve a competitive advantage in the global market A good example of the performance measurement system is the use of the Balanced Scorecard BSC to translate the strategic goals of the company for instance research and development into performance measures Continuous quality improvement in the hospitality industry is essential and it has been used by managers to measure their performance in four different perspectives customer financial internal business process and learning and innovation BSC is important to managers because it helps them achieve their strategic goals in one area without having to hurt the other area On that note BSC has been used by managers to overcome strategic management problems because BSC is strategy driven hence important in the implementation of a business strategy

Due Diligence in China

Kwek Ping Yong, 2013-08-22 A plain English guide that demystifies the business landscape in China from a due diligence point of view Due diligence is crucial to any business deal and thankfully due diligence research has come a long way over the years What used to be a cumbersome time consuming process has been standardized and systemized with generally accepted auditing frameworks and tools such as the all important auditing checklists But when it comes to doing due diligence in China with its opaque regulatory system and byzantine accounting standards all bets are off In this book an acknowledged expert in the field takes you beyond the checklists to arm you with China specific due diligence strategies tools and techniques that go beyond what is typically part of the process Gives a detailed account of why conventional frameworks used in the west simply don't work in China Provides first hand accounts based on the author's years of experience as a private equity professional doing deals in China Reviews in depth the unique differences between corporations and businesses in China and those in the West and their implications for the due diligence process Uses numerous case studies to guide the reader through an entire due diligence process for a firm in China

Managerial Accounting: Asia-Pacific Edition John Sands, Lanita Winata, Sophia Su, Maryanne Mowen, Don Hansen, Dan L.

Heitger, 2018-10-01 Managerial Accounting is characterised by a strong pedagogical framework and a dynamic and practical approach that directly demonstrates how students can develop their careers in real life The text introduces students to the underlying concepts and applications of management accounting tools based on the traditional allocation approach and absorption costing method and uses Staircase exercises in each chapter to build knowledge and help learners to link the

content between chapters as they progress through the book This title uses easy to understand student friendly language uncomplicated examples a logical discussion of concepts that matches student learning processes and clear visual explanations that support student understanding The SAGE Handbook of Hospitality Management Roy C Wood,Bob Brotherton,2008-06-05 At last a comprehensive systematically organized Handbook which gives a reliable and critical guide to all aspects of one of the world s leading industries the hospitality industry The book focuses on key aspects of the hospitality management curriculum research and practice bringing together leading scholars throughout the world Each essay examines a theme or functional aspect of hospitality management and offers a critical overview of the principle ideas and issues that have contributed and continue to contribute within it Topics include The nature of hospitality and hospitality management The relationship of hospitality management to tourism leisure and education provision The current state of development of the international hospitality business The core activities of food beverage and accommodation management Research strategies in hospitality management Innovation and entrepreneurship trends The role of information technology The SAGE Handbook of Hospitality Management constitutes a single comprehensive source of reference which will satisfy the information needs of both specialists in the field and non specialists who require a contemporary introduction to the hospitality industry and its analysis Bob Brotherton formerly taught students of Hospitality and Tourism at Manchester Metropolitan University He has also taught Research Methods to Hospitality and Tourism students at a number of international institutions as a visiting lecturer Roy C Wood is based in the Oberoi Centre of Learning and Development India ECRM 2023 22nd European Conference on Research Methods in Business and Management Academic Conferences and Publishing Limited,2023-09-06 STRATEGIC MANAGEMENT MILIND T. PHADTARE,2010-10-04 Primarily intended for the postgraduate students of commerce and management this compact text covers all the topics prescribed in almost all universities and autonomous institutes in India Each concept is explained with the help of many real life examples from the Indian context Considering the fact that the understanding of the concept of strategic intent is prerequisite to the understanding of strategic management the chapter on strategic intent is included which brings out the differences between various elements of strategic intent It also covers the current happenings in the businesses from the Indian context Similarly a topic on strategic choice has been discussed at length because of the fact that BCG growth share matrix and GE nine cell matrix are extremely useful in making a strategic decision in real life Besides the book contains ten case studies on various topics of strategic management such as environmental appraisal critical success factors SWOT analysis strategic intent strategic choice business level strategy formulation and choice of growth strategy All these cases are provided with authentic industry specific data Firms are chosen from different businesses thereby giving business specific flavour and a broad understanding of various business domains The Institution of Engineers of Kenya Conference ,2003 *Management Control Systems in Japan* Takashi Shimizu,2017-03-27 As the world s third ranking economic power Japan s style of

management such as the lifetime employment system the seniority system and an enterprise union has been well studied However little else is known about the Japanese management control systems MCSs and management accounting systems which are significantly different from other economic powers This book sheds light on Japanese MCSs and the differences with those of the United States illustrated with examples from Mitsubishi Electric Kao and more This book aids not only researchers in management accounting but also provides more useful insight for international investors and management accountants that can prove useful in business management Journal of Travel Research ,2010-02 A Balanced Scorecard Model to Align Performance Evaluation of Egyptian Hospitality Organizations Mohamed Samy Eldeeb,2019

Measuring performance has increasingly become a focus in hospitality industry One of the most important approaches to measure performance is the balanced scorecard which summarizes a critical set of indicators that measures and evaluate the performance of the organization The researchers used the Balanced Scorecard BSC as a tool for developing a proposed model to evaluate the performance in hospitality industry The proposed model addresses performance evaluation at five levels financial customer outcomes internal processes and learning and growth This paper formulates a new multidimensional model inspired from BSC to be used as a performance measure tool in the hospitality organizations with special emphasize on Egyptian hotels The model will handle the four perspectives of the balance scorecard by identifying the inputs process outputs and measures suitable for each perspective The research tries to identify the key concern of the hotels which is the quality of service through improving the performance *Balanced Scorecard for Performance Measurement* IntroBooks,2018-02-18 When you can measure all those words that you are talking about and break them into numbers you know really something about it To the contrary when you are not measuring anything at all then you have no idea on what you have spoken You have no control over your sayings The knowledge can be meager in that way and that could be unsatisfactory as well says Dr Kaplan In other words if you can measure then you could improve That is the reason why business metrics were introduced to measure the performance standards of the organizations towards improvisation That is all balanced scorecard is about Let us see about that in detail **Scorecard Best Practices** Raef Lawson,Denis Desroches,Toby Hatch,2007-10-05 Scorecard Best Practices Design Implementation and Evaluation expertly shows you how to bridge the gap between Scorecard theory and application through hands on experiences and useful case studies It is the one stop resource you will turn to for the latest tools and know how to implement corrective changes Whether you are a CEO CFO CIO vice president or department manager Scorecard Best Practices is the book you will keep at your fingertips to get your company running at maximum performance **Balanced scorecard** Olve,2006-04 This book is the Fast track route to understanding and implementing the balanced scorecard in your business It covers the key aspects of the balanced scorecard from basing the balanced scorecard on the company s strategy and relating it to existing control systems to setting goals and monitoring progress The book also includes examples and lessons from some of the world s most successful businesses such

as Ricoh Xerox and Ericsson Enterprise and ideas from the smartest thinkers including Robert S Kaplan and David P Norton

Introduction to the Balanced Scorecard Definition of Terms What is a Balanced Scorecard Evolution The E Dimension The Global Dimension The State of the Art In Practice Key Concepts and Thinkers Resources Ten Steps to Making Balanced Scorecards Work *The Trainer's Balanced Scorecard* Ajay Pangarkar, Teresa Kirkwood, 2012-06-29 The balanced scorecard BSC is increasingly the strategic business tool of choice for many organizations One of the four components of the BSC learning and growth is largely misunderstood underutilized and ineffectively applied The BSC framework provides an opportunity for management and workplace learning and performance professionals to communicate through a common language establish realistic and measurable targets and align and support the rest of the organization in a strategic way This book provides proven guidance and customizable tools to measure the role of learning and performance link it to organizational objectives and communicate to management results in a common language **Guide to a Balanced Scorecard**, 1998 **Hospitality Industry Decision Analysis in Malta** Alfred Quintano, 2016-10-19 **Alignment** Robert S. Kaplan, David P. Norton, 2006 The creators of the Balanced Scorecard apply their proven approach to corporate level strategy and offer a framework for aligning all of a company's individual business units with the organizations overall strategy to ensure optimal business performance *Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies* Paul R. Niven, 2003-06-03 The Balanced Scorecard is the leading methodology for implementing performance management systems and improving efficiency Focusing directly on the public and not for profit sectors this book helps these organizations overcome the unique challenges they face when implementing a Balanced Scorecard Guides government and nonprofit organizations through the implementation of a performance management system using the Balanced Scorecard Authors bring a wealth of implementation knowledge and experience to this book leading to hands on practical guidance and tips to that ensure success Identifies and tackles head on the serious obstacles unique to the world of government and nonprofits in implementing the balanced scorecard methodology Includes action plans to walk the reader through specific implementation challenges **Winning Score** Mark Graham Brown, 2000-09-12 Highlighted with valuable tips and Brown's firsthand experiences Winning Score is an excellent tool for constructing a performance measurement system It explains how to lay the foundation for the balanced scorecard by developing operational and strategic plans Winning Score explains how to Identify strengths weaknesses opportunities and threats Design data collection strategies Link the scorecard to other systems in an organization Develop a performance index Avoid the top 10 measurement mistakes In addition case studies of actual scorecard implementation in different sectors such as manufacturing service support and government are included Click here for the introductory chapter A 296 minute abridged version of this book is also available on 4 compact discs or 4 audio cassettes from Productivity Press **Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies** Paul R. Niven, 2003-06-25 The Balanced Scorecard is the leading methodology for implementing performance management

systems and improving efficiency Focusing directly on the public and not for profit sectors this book helps these organizations overcome the unique challenges they face when implementing a Balanced Scorecard Guides government and nonprofit organizations through the implementation of a performance management system using the Balanced Scorecard Authors bring a wealth of implementation knowledge and experience to this book leading to hands on practical guidance and tips to that ensure success Identifies and tackles head on the serious obstacles unique to the world of government and nonprofits in implementing the balanced scorecard methodology Includes action plans to walk the reader through specific implementation challenges

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