



Building the Balanced Scorecard in Public Sector Organizations

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SYNOPSIS

Many organizations create a strategic plan and then dutifully ignore it because day-to-day issues and firefighting take precedence. This can be particularly acute in government entities because public priorities can shift quickly and unexpectedly. Developing a *balanced scorecard* will enable your organization to identify and monitor the key measures that lead to long-term strategic success. The scorecard will also alert you to the need to make “course corrections” due to changes in the public sector business environment. This article provides a thorough description of what a public sector scorecard should look like and how to build one.

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