

Balanced Scorecard Implementation and Strategy Execution System Support Services

Cooperatives across the country are embracing metric driven management techniques that significantly improve the success of strategic initiatives ultimately geared towards improving member satisfaction and engagement.

TSE Services has been at the forefront of this movement by providing cooperatives with objective measures of their performance in serving members through market surveys and by documenting and sharing best practices.

As a Palladium certified Balanced Scorecard Practitioner, TSE Services is building on this foundation by providing consultative services to support cooperatives who seek to implement Touchstone Energy Cooperative's *Strategy Execution System* and *Balanced Scorecard*.

Support services include:

- Facilitating planning retreats that identify the cooperative's 'value gap' and set the strategic vision for closing that gap through strategic initiatives
- Translating strategic objectives into a 'Strategy Map' that clearly articulates the purpose, mission and quantified vision for the cooperative
- Assisting in the development of a system of measures to track the cooperative's progress towards realizing their strategic goals
- Organizing measures into a set of operational dashboards and a Balanced Scorecard to assist management in monitoring progress as strategic initiatives are linked to day-to-day operations
- Facilitating on-going strategy meetings to allow the cooperative to monitor, learn and adapt as plans are put into operation

