

The Balanced Scorecard

Federation of Consultants from the Islamic Countries (FCIC) Balanced Scorecard

| Strategy Map | | Balanced Scorecard | | Action Plan | | |
|-------------------------|---|--|--|--|--|-------|
| Perspective | Objectives | Measure | Target | Initiative | Budget (USD) | |
| Constituent Perspective | Support in the socio-economic development of the Ummah through CSR Programs | CSR Programs Developed and applied | 10% annual increase | | | |
| | Increase Projects executed by members offered by IDB and other constituents | Percentage of projects to that offered | 100% for IDB by 2010 | | | |
| | Increase Number of members adopting FCIC Seal of Excellence (SoE) | Percentage of members adopting to overall number | 100% by 2010 | | | |
| Internal Perspective | Institutionalize and service relations with IDB and other constituents | Number of MOU's | IDB year 1. 1 new per year | MOU development scheme | 5000 | |
| | Provide members with procurement notices | Number of notices provided | 100% of IDB and others | Develop system and communication methodology | 5000 | |
| | Market and celebrate member services/benefits/success stories | Number of services/benefits... celebrated | 100% of services... | Develop system and communication methodology (include best practices in CSR) | 1000 | |
| | Encourage adoption of standards of Excellence | Annual increase in members adopting SoE | 10 members base year 100% annual growth | Link adoption to member benefits and membership criteria | 1000 | |
| Financial Perspective | Build a sustainable financial base | Increase and diversify revenues | Growth percentage, Number of new sources | 30% annual, 1 new annual | Develop financing Strategy | 5000 |
| | | Institutionalize Multi-year budgeting | Strategic and annual budgeting and reporting | Quarterly reporting | Develop budgeting system | 5000 |
| Learning and Growth | Growth - enabling infrastructure | Ensure continuous Development of effective, informative up to date membership services | Number of services added per year | 3 per year | Develop members needs assessment system and run services | 1000 |
| | | Develop for continuous membership and country expansion | Increase in membership, number of new CRMs | 20% annual increase, 9 per year | Set Policy, empower Regional VPs, develop reporting scheme | 18000 |
| | Strategic Focus | Build capacity of board members (e.g. fund raising, Advocacy, governance) | Number of sessions Board members attend | 2 per year | Identify and communicate seminars | 35000 |
| | | Ensure effective management within the organization | % annual goals met, % staff trained | 80% of goals | Develop reporting system | - |