

Balanced score card implementation and the internal business process perspective

[Business](#)



Implementation & the Internal Business Process Perspective I have identified three objectives for improving of the WalMart organization internal business process. The three main objectives include improving of the authorization, enhancement of the segregation of duties and enhancement of the application controls factors. All the three factors aid in elevating the mission and values of Wal-Mart. WalMart does not have a vision, but it operates on a mission " Save money. Live better". It also operates on the values of integrity, family and community, purpose, opportunity and responsibility. All the three objectives aids in attempts to improve saving money concern for customers and enhancement their lives. It further aids in the enhancement of the future of the clients. The three objectives expounds on the provision of opportunities, encouraging of responsibility, ensuring of integrity, facilitation of purpose and lastly promotion of the family and community at large. Walmart's mission is " saving people money so they can live better" (Walmart. com).

Balance scorecard: Implementation & the internal business process perspective

Objective

Measure

Target

Action(new program)

To improve authorization

Is measured by evaluating the tasks assigned to every office or personnel

Ensure employees undertake predetermined tasks as per their roles and not other threatening activities

Introduction of strict authorisation rules

To enhance the segregation of duties

Can be measured by number of roles or tasks that are assigned to a person

Ensure maximum assigning of accountabilities to ever office or personnel for accountability

Recruiting personnel's as per academic or skill qualifications

To enhance introduce application control

Is measured by noting the number of all computerised systems at work

Ensure optimum automation of the workflows thus strengthening computerised applications

Acquisition of new software and hardware systems for managing business processes

The comparison and impacts of three new objectives on financial objectives is relatively negative. While financial objectives aims at encouraging larger income to the firm, the new objectives aims at increasing costs or expenditures on the introduced sectors, for instance, buying of new accounting software or segregation of job (QuickMBA, 2010).

Comparison of the objectives to customer experience indicates a positive essence. Clients are likely to acquire new, and a better services form the new objectives. This is notable by consideration of the better shopping experience and excellent environment. The objectives help in fulfilling the customer experience by complementing the customer satisfaction. The objectives fail to fulfil the financial objective since the financial objectives bases on reduction of expenditure while expanding income segments.

These objectives recommends introductions of segregation of duties and

consideration of authorization process that creates additional expenditures to the company as more funds will be spent on recruiting very skilled and academically qualified staffs. Production output may increase gradually as time goes, but it's a long term investment in a competent staff body. These internal business objectives are important in lining out the operational activities of Walmart with regards to management and supervisions of workers and use of current software in managing the operations of the supermarket especially the accounting sector. I do not wish to make any change to the previous write ups after writing the third module (QuickMBA, 2010).

References

<http://walmartsma.blogspot.com/2012/06/vision-and-mission.html>

QuickMBA (N. D.) The Business Vision and Company Mission Statements.

Retrieved July 20, 2010, from <http://www.quickmba.com/strategy/vision/>