

# Implementation Using Bsc For Me Telecom Regulator(I)

Media, Telecommunication &  
Technology

## REGION

India

## CONSULTING SERVICES

Market assessment, new product conceptualization, new product design & features inputs

## CLIENT SITUATION

- The client was the telecom and IT regulatory and promotion body of a GCC member country
- The client required support in developing and implementing a new strategy and five year plan using the Balanced Score Card (BSC) Framework

## OUR APPROACH

- A BSC audit was conducted with all members of the client organization, to gauge the maturity of their existing performance management process
- The client's strategy was translated into an implementable solution using the strategy map and BSC Framework
- This included development of the objectives and measures, assigning weightages to these, setting of targets, development of strategy narrative and measures dictionary

## OUR RECOMMENDATION/IMPACT

- Based on the gaps identified in the existing system and the client's new strategy, a strategy map with related measures, targets and initiatives associated with it was developed for the client