**[](https://www.smartsheet.com/try-it?trp=8996&utm_source=template-word&utm_medium=content&utm_campaign=Balanced+Scorecard+KPI-word-8996&lpa=Balanced+Scorecard+KPI+word+8996)Balanced Scorecard KPI**

**Template**

|  |  |
| --- | --- |
| VISION STATEMENT |  |

FINANCIAL

What financial targets will demonstrate value to our shareholders?

|  |  |
| --- | --- |
| Goals | KPIs |
|  |  |
|  |  |
|  |  |

CUSTOMER

How can we improve our customers' perception of us?

|  |  |
| --- | --- |
| Goals | KPIs |
|  |  |
|  |  |
|  |  |

Internal Processes

Which operational goals should we prioritize?

|  |  |
| --- | --- |
| Goals | KPIs |
|  |  |
|  |  |
|  |  |

Innovation and Learning

What objectives will ensure continuous improvement and value creation?

|  |  |
| --- | --- |
| Goals | KPIs |
|  |  |
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