



JRI news release

January 29, 2003

To the members:

The Japan Research Institute, Limited

JRI and Brisbane City Enterprise form business partnership

Full-scale expansion of the balanced scorecard administrative management system

Japan Research Institute (JRI), Limited (Headquarters: 16 Ichibancho, Chiyoda-ku, Tokyo; President: Shunichi Okuyama; hereinafter JRI) announced today that the company has concluded a business partnership with Brisbane City Enterprise (Brisbane, Queensland, Australia; hereinafter BCE), an extra-departmental organization of Brisbane, Australia that leads the world in administrative reform based on the balanced scorecard (hereinafter BSC) system. The new partnership involves the provision of unique BSC expertise and information systems developed by Brisbane to autonomous governmental organizations in Japan.

1. Background

BSC has recently been adopted by a number of successful companies, and the administrative management cluster of JRI, a group that specializes in the creation of management systems, administrative evaluations and administrative reforms for autonomous governmental organizations, has been engaged in the development of a unique version of BSC. This version of BSC for autonomous governmental organizations is an expanded management system evolved from the conventional administrative evaluation system used widely throughout the nation.

JRI supports the adoption of BSC by several autonomous governmental organizations, including Himeji City of Hyogo Prefecture, possibly the first autonomous governmental organization in Japan that adopted BSC on a full scale.

While BSC has been widely adopted as a comprehensive corporate management system, there are very few cases of adoption by autonomous governmental organizations in Japan. As such, in addition to its own internal developmental activities, JRI decided to provide a better system to these organizations by partnering with an overseas autonomous governmental organization that is an acknowledged leader in the BSC-based management and making full use of their state-of-the-art expertise.

2. Merits

- (1) Brisbane was presented as one of the advanced cases at the BSC World Forum held by the developers of BSC, Dr. David. P. Norton and Dr. Robert. S. Kaplan.
- (2) Brisbane's administrative management system is consistent with the concept proposed by JRI, in that the city has adopted a performance evaluation system similar to the business evaluation system currently adopted by autonomous governmental organizations in Japan, and the city expanded it to construct a BSC system several years ago. As such, JRI believes that it is useful to learn from their system for the purpose of carrying out administrative reforms of autonomous governmental organizations in Japan.

- (3) Through this partnership, JRI can also provide the various expertise related to business management and improvement of autonomous governmental organizations that Brisbane acquired through its process of adopting BSC.
- (4) Brisbane's outcome-oriented personnel system is linked to BSC and offers useful expertise for autonomous governmental organizations in Japan, particularly where the administrative evaluation and personnel systems are not adequately linked.
- (5) Since the BSC-based information system was developed by Brisbane's officials for the city's own practical use, it is not only suitable but is also simple and easy to use for officials of autonomous governmental organizations.

3. Key Points

- (1) Partners:
Brisbane City Enterprise, a wholly owned extra-departmental organization of Brisbane, and Japan Research Institute (JRI), Limited.
- (2) Objectives of partnership:
Cooperation in business development of BSC in Japan.
- (3) Major terms of partnership:
 - 1) JRI markets BSC to autonomous governmental organizations for the purpose of spreading the system developed by Brisbane as well as the relevant information systems to operate it.
 - 2) Brisbane provides information and expertise needed for marketing by JRI as required.
 - 3) When an autonomous governmental organization decides to adopt the BSC system, Brisbane provides the system through JRI.
 - 4) JRI is the exclusive agent in Japan for providing marketing, expertise and relevant information systems of the Brisbane Balanced Scorecard System.

4. Future developments

JRI plans to combine its own expertise on the adoption of BSC with that acquired from Brisbane to provide total support, from system planning to development, that is best suited to the needs of autonomous governmental organizations.

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