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| Titolo                  | Business process management and balanced scorecard [[electronic resource] ] : using processes as strategic drivers // Ralph F. Smith  |
| Pubbl/distr/stampa      | Hoboken, N.J., : J. Wiley & Sons, c2007   |
| ISBN                    | 0-470-89312-5<br>1-119-19692-2<br>1-280-72180-4<br>9786610721801<br>0-470-10214-4   |
| Edizione                | [1st edition]   |
| Descrizione fisica      | 1 online resource (240 p.)  |
| Disciplina              | 658.4012<br>658.51  |
| Soggetti                | Workflow - Management<br>Benchmarking (Management)<br>Performance - Management<br>Strategic planning<br>Electronic books.   |
| Lingua di pubblicazione | Inglese   |
| Formato                 | Materiale a stampa  |
| Livello bibliografico   | Monografia  |
| Note generali           | Includes index.   |
| Nota di contenuto       | A world of change -- How process can drive strategy -- The strategic process -- Strategy maps -- Balanced scorecard and strategic initiatives -- Conclusions.   |
| Sommario/riassunto      | Business Process Management and the Balanced Scorecard shows managers how to optimally use the balanced scorecard to achieve and sustain strategic success even as the business environment changes. It exceptionally fills the gap between theory and application to facilitate the use of processes as a strategic weapon to deliver world-class performance. |