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Sommario/riassunto	Given our rapidly changing world, companies are virtually forced to engage in continuous performance monitoring. Though Key Performance Indicators (KPIs) may at times seem to be the real driving force behind social systems, economies and organizations, they can also have far-reaching normative effects, which can modify organizational behavior and influence key decisions – even to the point that organizations themselves tend to become what they measure! Selecting the right performance indicators is hardly a simple undertaking. This book describes in detail the main characteristics of performance measurement systems and summarizes practical methods

for defining KPIs, combining theoretical and practical aspects. These descriptions are supported by a wealth of practical examples. The book is intended for all academics, professionals and consultants involved in the analysis and management of KPIs. .
