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| Altri autori (Persone) | BourneMike MelnykSteven FaulNorman |
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| Nota di contenuto | Cover; CONTENTS; EDITORIAL BOARD; Guest editorial; Towards a definition of a business performance measurement system; Towards a contingency approach to performance measurement: an empirical study in Scottish SMEs; The impact of performance measurement in the voluntary sector; The impact of balanced scorecards in a public sector environment; Using SPC to measure a national supermarket chain's suppliers' performance; The impact of performance management on customers' expected logistics performance |
| Sommario/riassunto | This e-book contributes to the recent debates on performance measurement in several ways: the key characteristics of a Business Performance Measurement (BPM) system; the contextual factors impacting on the implementation and use of performance measurement in small and medium sized enterprises (SMEs); the use of performance measurement in the voluntary sector; the impact of the Balanced Scorecard in a public sector environment; performance |

measurement in the context of food retail supply chains; and the impact of performance management on customers' expected logistics performance.
