

1. Record Nr.	UNINA9910456831803321
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Titolo	Key performance indicators [[electronic resource]] : developing, implementing, and using winning KPIs / / David Parmenter
Pubbl/distr/stampa	Hoboken, NJ, : John Wiley & Sons, 2010
ISBN	1-282-54978-2 9786612549786 0-470-59319-9
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (322 p.)
Disciplina	658.4013
Soggetti	Performance technology Performance standards Organizational effectiveness Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	KEY PERFORMANCE INDICATORS: Developing, Implementing, and Using Winning KPIs, Second Edition; Contents; Preface; Acknowledgments; Chapter 1: Introduction; Chapter 2: Foundation Stones for Implementing Key Performance Indicators; Chapter 3: Developing and Using KPIs: A 12-Step Model; Chapter 4: KPI Team Resource Kit; Chapter 5: Templates for Reporting Performance Measures; Chapter 6: Facilitator's Resource Kit; Chapter 7: Critical Success Factors Kit; Chapter 8: Brainstorming Performance Measures Chapter 9: Implementation Variations for Small-to-Medium Enterprises and Not-for-Profit Organizations Chapter 10: Implementation Lessons; Epilogue: Electronic Media Available to You; Appendix: Performance Measures Database; Index
Sommario/riassunto	An in-depth look at how to create and use key performance indicators (KPIs), from the King of KPIs - now updated and expanded! By exploring measures that have transformed businesses, David Parmenter has developed a methodology that is breathtaking in its simplicity and yet profound in its impact. Now in an updated and expanded Second Edition, Key Performance Indicators is a proactive guide representing a

significant shift in the way KPIs are developed and used, with an abundance of implementation tools, including: The four foundation stones that lead the development and use
