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Autore	Green Philip <1959->
Titolo	MisLeading indicators [[electronic resource]] : how to reliably measure your business / / Philip Green and George Gabor
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Altri autori (Persone)	GaborGeorge
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Title; Copyright; Contents; Preface; Acknowledgments; One: What Indicators Indicate; Two: Counting, Recounting, and Miscounting; Three: Measuring Accurately with Instruments; Four: Rating, Scoring, and Ranking Reliably; Five: How People React to Measurements; Six: Why Performance Dashboards Mislead; Seven: Focusing Employees with Measurements; Eight: Going Against the Flow: Navigating Changing Data Streams; Nine: How Averages Distort Indicators; Ten: Opposing Views: Are You Being Misled?; Eleven: Misleading Ourselves with Measurements of Risk; Notes; Bibliography; Index; A; B; C; D; E FG; H; I; J; K; L; M; N; O; P; Q; R; S; T; U; V; W; Y; Z
Sommario/riassunto	This book reveals the hidden and potentially misleading nature of measurements, empowering readers to avoid making critical business decisions that are harmful, unreasonable, unwarranted, or plain wrong.