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Sommario/riassunto	Which performance measures should you use? The obvious answer is that it depends on what you want to achieve, which someone else should never define for you. After all, it is your organization, your department, or your process. But once you are clear about what you want to accomplish, how do you sort through a variety of possible metrics and decide which are best? Then, given the list of metrics you believe are useful or necessary, how do you define them in more detail to ensure that the right data are gathered at the appropriate frequency and that the resulting information gets to the right p