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	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