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Titolo	Measuring performance : a toolkit of traditional and alternative methods / / David Jenkins
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Descrizione fisica	141 p
Disciplina	658.3125
Soggetti	Performance - Management Performance - Measurement Organizational effectiveness - Measurement
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"A Gower book"--cover. "First published 2012 by Gower Publishing"--t.p. verso.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Getting measures right -- The emergence of value as a measure -- The idea of command as the source of accounting doctrine -- Budgets, targets and standards -- The ideology behind standard accounting doctrine -- How budgets and targets are set -- Motivation, coordination and planning -- The hidden costs of flawed planning -- Measures and the process chain -- Counting the cost of disruption to the process -- How to measure the cost of command -- What needs to be done to reform standard accounting doctrine -- How to use measures for coordination, planning and control -- The productivity goal and how to achieve it -- Home or away : the truth about outsourcing -- Measuring changes in productivity -- How to measure response -- How to measure innovation -- How to measure improvement -- How to measure results and motivation -- How to test

your information system -- Measurement systems : the options --
League tables and performance review -- Conclusion.
