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Sommario/riassunto	This e-book contributes to the recent debates on performance measurement in several ways: the key characteristics of a Business Performance Measurement (BPM) system; the contextual factors impacting on the implementation and use of performance measurement in small and medium sized enterprises (SMEs); the use of performance measurement in the voluntary sector; the impact of the Balanced Scorecard in a public sector environment; performance measurement in the context of food retail supply chains; and the impact of performance management on customers' expected logistics

performance.
