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Nota di contenuto	Cover; Title Page; Copyright; Dedication; Preface; Companion to the KPI Book; Embarking on a KPI/Balanced-Scorecard Project; Letter to the Chief Executive Officer; Who Should Read What; What about Us (The Private Sector)?; Electronic Media Available; Acknowledgments; Part I: Setting the Scene; Chapter 1: Background; Are Agencies Really Non Profit Agencies?; Measurement in Government and Non Profit Agencies; Unintended Behavior: The Dark Side of Measures; Balanced Scorecards within Government and Non Profit Agencies; Checklist: Where Are You in Your Journey with Performance Measures? Major Benefits of Performance Measures Chapter 2: Myths of

Performance Measurement; Myth 1: Measuring Performance Is Relatively Simple and the Appropriate Measures Are Very Obvious; Myth 2: You Can Delegate a Performance Management Project to a Consulting Firm; Myth 3: Your In-House Project Team Can Achieve Success while Continuing with Their Other Duties; Myth 4: By Tying KPIs to Pay You Will Increase Performance; Myth 5: Most Measures Lead to Better Performance; Myth 6: Performance Measures Are Mainly Used to Help Manage Implementation of Strategic Initiatives
 Myth 7: The Balanced Scorecard Was First Off the Blocks Myth 8: Measures Fit Neatly into One Balanced-Scorecard Perspective; Myth 9: The Balanced Scorecard Can Report Progress to Both Management and the Board; Myth 10: There Are Only Four Balanced-Scorecard Perspectives; Myth 11: Strategy Mapping Is a Vital Requirement; Myth 12: All Performance Measures Are KPIs; Myth 13: Monitoring Monthly Performance Measures Will Improve Performance; Myth 14: KPIs Are Financial and Nonfinancial Indicators; Myth 15: The More Measures the Better
 Myth 16: Indicators Are Either Lead (Performance Driver) or Lag (Outcome) Indicators Myth 17: We Know What Good Performance Will Look Like Before the Year Starts and, thus, Can Set Relevant Year-End Targets; Chapter 3: Revitalizing Performance Management; Foundation Stone 1: Understanding Human Behavior; Foundation Stone 2: Knowledge of the Paradigm Shifters (Drucker, Collins, Welch, Hamel, Peters, Waterman, and Others); Foundation Stone 3: Using an Appropriate Strategy; Foundation Stone 4: Critical Success Factors Known by All Staff; Foundation Stone 5: Abandon Processes That Do Not Work
 Rejuvenating Human Resources Performance-Related Pay: Correcting the Errors; Reviewing an Individual's Performance; Getting the Right People on the Bus; Jack Welch's 20/70/10 Differentiation Rule; Secrets from High-Performing Teams; Toyota's 14 Principles; Role of Performance Measures: Implementing Winning KPIs; Quarterly Rolling Planning: The Setting of Targets; Reporting Performance; Outside-In View; Adopting Kaizen; Working Smarter Not Harder; Getting Technology to Deliver; Moving from Management to Leadership; Chapter 4: Measurement Leadership Has to Come from the Chief Executive Officer
 Barriers to Measurement Leadership

Sommario/riassunto

"Winning techniques and strategies for nonprofits and government agencies in creating successful and critical key performance indicators 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. Key Performance Indicators for Government and Nonprofit Agencies: Implementing Winning KPIs is a proactive guide representing a significant shift in the way KPIs are developed and used, with an abundance of implementation tools for government agencies and nonprofit groups. Implementation variations and short cuts for government and not-for-profit organizations How to brainstorm performance measures Templates for reporting performance measures A resource kit for a consultant who is acting as a coach / facilitator to the in-house project team Also by David Parmenter: Key Performance Indicators: Developing, Implementing, and Using Winning KPIs, Second Edition Filled with numerous case studies and checklists to help readers develop their KPIs, this book shows government agencies and nonprofits how to select and implement winning key performance indicators to ensure that their performance management initiatives are successful"--

