Record Nr. UNINA9910826573203321 Selected papers from the 5th International PMA Conference, London, **Titolo** July 2006 / / editor Mike Bourne Pubbl/distr/stampa Bradford, England, : Emerald Group Publishing, c2007 **ISBN** 1-280-84756-5 9786610847563 1-84663-419-9 Edizione [1st ed.] Descrizione fisica 1 online resource (77 p.) Collana Measuring Business Excellence, the journal of organizational performance management;; 11, no. 1 Altri autori (Persone) **BourneMike** Disciplina 658.5 658.562 Soggetti Management Total quality management Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Nota di contenuto Cover; Table of contents; Editorial; Interpreting the balanced scorecard: an investigation into performance analysis and bias; Measuring to learn whilst learning to measure; Challenging conventional wisdom related to defining business metrics: a behavioral approach; Viability as a basis for performance measurement; Understanding decision making in organizations to focus its practices where it matters; "Plumbed-in performance improvement": accelerating improvement and adaptation in organizations Managing and measuring the intangibles to tangibles value flows and conversion process: Romanian Space Agency case studyFocus on . . . PMA 2006 conference; News, publications and reviews; Note from the publisher Sommario/riassunto This e-book contains selected papers from the PMA conference which took place at the New Connaught Rooms in London between 25th and 28th July 2006. The collection of papers reflects one of the overriding themes to emerge from the conference as well as reflecting the

evolution of this field - the movement in focus from performance measurement per se to the broader subject of performance

management, and the way in which performance measurement is implemented and used to manage performance.