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Autore	Parmenter David
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Nota di contenuto	KEY PERFORMANCE INDICATORS: Developing, Implementing, and Using Winning KPIs, Second Edition; Contents; Preface; Acknowledgments; Chapter 1: Introduction; Chapter 2: Foundation Stones for Implementing Key Performance Indicators; Chapter 3: Developing and Using KPIs: A 12-Step Model; Chapter 4: KPI Team Resource Kit; Chapter 5: Templates for Reporting Performance Measures; Chapter 6: Facilitator's Resource Kit; Chapter 7: Critical Success Factors Kit; Chapter 8: Brainstorming Performance Measures Chapter 9: Implementation Variations for Small-to-Medium Enterprises and Not-for-Profit Organizations Chapter 10: Implementation Lessons; Epilogue: Electronic Media Available to You; Appendix: Performance Measures Database; Index
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
