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Edizione	[1st edition]
Descrizione fisica	1 online resource (240 p.)
Disciplina	658.4012 658.51
Soggetti	Workflow - Management Benchmarking (Management) Performance - Management Strategic planning
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	A world of change -- How process can drive strategy -- The strategic process -- Strategy maps -- Balanced scorecard and strategic initiatives -- Conclusions.
Sommario/riassunto	Business Process Management and the Balanced Scorecard shows managers how to optimally use the balanced scorecard to achieve and sustain strategic success even as the business environment changes. It exceptionally fills the gap between theory and application to facilitate the use of processes as a strategic weapon to deliver world-class performance.