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Nota di contenuto	Project Management Metrics, KPIs, and Dashboards: A Guide to Measuring and Monitoring Project Performance; Copyright; Contents; Preface; 1 The Changing Landscape of Project Management; Chapter Overview;; Chapter Objectives;; Keywords;; 1.0 Introduction; 1.1 Executive View of Project Management; 1.2 Complex Projects; Comparing Traditional and Nontraditional Projects; Defining Complexity; Tradeoffs; Skill Set; Governance; Decision Making; Fluid Methodologies; 1.3 Global Project Management; 1.4 Project Management Methodologies and Frameworks; Light Methodologies; Heavy Methodologies; Frameworks 1.5 The Need for Effective Governance1.6 Engagement Project Management; 1.7 Customer Relations Management; 1.8 Other Developments in Project Management; 1.9 A New Look at Defining Project Success; Success Is Measured by the Triple Constraints; Customer Satisfaction Must Be Considered As Well; Other (or Secondary) Factors Must Be Considered As Well; Success Must Include a Business Component; Prioritization of Success Constraints May Be

Necessary; The Definition of Success Must Include a "Value"
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Benchmarking and Metrics; Best Practice versus Proven Practice;
Benchmarking Methodologies; 1.13 Conclusions; 2 The Driving Forces
for Better Metrics; Chapter Overview;; Chapter Objectives;; Keywords;;
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for Business Knowledge; The Business Side of Scope Creep
2.4 Project Health ChecksUnderstanding Project Health Checks; Who
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3.2 Project Management Metrics: Current ViewMetrics and Small
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Sommario/riassunto

The new edition of Harold Kerzner's bestselling book on measuring project management performance With today's complex projects, increased stakeholder involvement, and advances in computer technology, metrics and key performance indicators (KPIs) have become increasingly integral to informed decision-making and effective project management. Project Management Metrics, KPIs, and Dashboards, Second Edition helps functional managers gain a thorough grasp of what metrics and KPIs are and how to use them, as well as an understanding of different dashboard types, design issue
