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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"" Component; Multiple Components for Success; The Future
1.10 The Growth of Paperless Project Management1.11 Project Management Maturity and Metrics; 1.12 Project Management 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:; 2.0 Introduction; 2.1 Stakeholder Relations Management; 2.2 Project Audits and the PMO; 2.3 Introduction to Scope Creep; Defining Scope Creep; Scope Creep Dependencies; Causes of Scope Creep; The Need for Business Knowledge; The Business Side of Scope Creep
2.4 Project Health ChecksUnderstanding Project Health Checks; Who Performs the Health Check?; Life Cycle Phases; 2.5 Managing Distressed Projects; Root Causes of Failure; The Definition of Failure; Early Warning Signs of Trouble; Selecting the Recovery Project Manager (RPM); Recovery Life Cycle Phases; The Understanding Phase; The Audit Phase; The Tradeoff Phase; The Negotiation Phase; The Restart Phase; The Execution Phase; 3 Metrics; Chapter Overview:; Chapter Objectives:; Keywords:; 3.0 Introduction; 3.1 Project Management Metrics: The Early Years
3.2 Project Management Metrics: Current ViewMetrics and Small Companies; 3.3 Metrics Management Myths; 3.4 Selling Executives on a Metrics Management Program; 3.5 Understanding Metrics; 3.6 Causes for Lack of Support for Metrics Management; 3.7 Using Metrics in Employee Performance Reviews; 3.8 Characteristics of a Metric; 3.9 Metric Categories and Types; 3.10 Selecting the Metrics; 3.11 Selecting a Metric/KPI Owner; 3.12 Metrics and Information Systems; 3.13 Critical Success Factors; 3.14 Metrics and the PMO; 3.15 Metrics and Project Oversight/Governance; 3.16 Metric Traps
3.17 Promoting the Metrics

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
