Record Nr. UNINA9911019619703321 Autore Makhijani Naresh Titolo Creating a balanced scorecard for a financial services organization / / Naresh Makhijani and James Creelman Singapore; ; Hoboken, N.J., : Wiley, 2011 Pubbl/distr/stampa 9780470830338 **ISBN** 0470830336 9781119199274 1119199271 9781283927642 1283927640 9780470830321 0470830328 Descrizione fisica 1 online resource (257 p.) Collana Wiley finance Altri autori (Persone) CreelmanJames Disciplina 332.1 332.1/068 332.1068 Soggetti Financial services industry - Management Bank management Financial risk management Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Nota di bibliografia Includes bibliographical references and index. Nota di contenuto Creating a Balanced Scorecard for a Financial Services Organization; Contents; Introduction; 1 The Curse of Living in "Interesting Times," The Credit Crunch, and Other Challenges; Executive Summary; Introduction; The Impact of the Credit Crunch; Deregulation, Globalization, and Technology; The Collapse of Customer Loyalty; Scorecard Pioneers: Other Scorecard-Using Financial Services Companies; Conclusion; 2 Describing the Balanced Scorecard; Executive Summary; Introduction; The Scorecard's Origins; A Balanced Measurement System; The Emergence of the Strategy Map The Strategy-Focused OrganizationEnterprisewide Alignment; Creating

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Sommario/riassunto

How to tap the power of the balanced scorecard, for financial services organizations Designed to help financial services organizations build and implement the strategic management framework known as the balanced scorecard, Creating a Balanced Scorecard for a Financial Services Organization is the book you need to ensure accountability, transparency, and risk management in your enterprise. The financial crisis revealed the many shortcomings of the industry, but with this book in hand you can make the most of the mistakes of the past to build a better, stronger business that bala