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Sommario/riassunto

Performance measurement is the mechanism by which firms inform themselves of their true performance and locate unnecessary costs through the supply chain. These can then be converted into substantially higher profits in a carefully targeted improvement programme. If the construction industry is to meet the performance improvements demanded by end users, and to replicate the efficiency and profitability gains of other sectors, it urgently needs to address formal performance measurement. Aimed at all those at the sharp end in every sector of the construction industry, including cli
