

1. Record Nr.	UNINA9911019842003321
Autore	Smith Ralph F. <1953->
Titolo	Business process management and balanced scorecard : using processes as strategic drivers // Ralph F. Smith
Pubbl/distr/stampa	Hoboken, N.J., : J. Wiley & Sons, c2007
ISBN	9786610721801 9780470893128 0470893125 9781119196921 1119196922 9781280721809 1280721804 9780470102145 0470102144
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.

