

1. Record Nr.	UNINA9911020170703321
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Titolo	Balanced scorecard step-by-step for government and nonprofit agencies // Paul R. Niven
Pubbl/distr/stampa	Hoboken, N.J., : J. Wiley & Sons, Inc., c2008
ISBN	9786611381721 9781119197287 1119197287 9781281381729 1281381721 9780470327982 0470327987
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (385 p.)
Disciplina	352.3/57
Soggetti	Total quality management in government Administrative agencies - Management - Evaluation Nonprofit organizations - Management - Evaluation Benchmarking (Management) Performance standards Organizational effectiveness - Measurement
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	Introduction to the balanced scorecard -- Adapting the balanced scorecard to fit the public and nonprofit sectors -- Before you begin -- Training and communication planning for balanced scorecard success -- Mission, values, and vision -- Strategy : the core of every balanced scorecard -- Strategy maps -- Performance measures, targets, and initiatives -- Creating alignment by cascading the balanced scorecard -- Linking resource allocation to the balanced scorecard -- Reporting results -- The City of Charlotte : a balanced scorecard success story -- Sustaining balanced scorecard success.
Sommario/riassunto	""The Balanced Scorecard has risen to the performance measurement challenge of the private sector and is equally well-equipped to facilitate

a rapid and dramatic transition of twenty-first-century nonprofit and public organizations." -from Chapter Two The emphasis today on demonstrated organizational performance is not limited to private-sector corporations. Public and nonprofit agencies are also finding that, as financial resources decrease and demand for results increases, they too must institute performance goals along with programs and processes that consistently progress toward those
