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Altri autori (Persone)	KleinRudolf DayPatricia <1940->
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Nota di contenuto	Book Cover; Title; Contents; List of tables; List of abbreviations; Introduction; Revolution or resurrection? The history of a concept; Models, measures, and muddles: organisational and conceptual dimensions of performance indicators; The criminal justice system: police, courts, and prisons; The welfare system: Social Security and the National Health Service; The private sector: banks, building societies, and retail stores; Managing monopolies: railways, water, and airports; Performance indicators in the 1990's: tools for managing political and administrative change; References; Name index Subject index
Sommario/riassunto	Throughout the 1980's the British Civil Service devoted much time and energy developing indicators to measure the performance of government. Never before had so much stress been placed on accountability and performance; a trend which will be reinforced as

government continues to devolve activities to agencies and looks for methods to assess their performance. How Organisations Measure Success analyses existing methods from their origins in the 1960's to their revival in the 1980's as part of the Financial Management Initiative and its apotheosis in the 1990's Next Steps Initiative.
