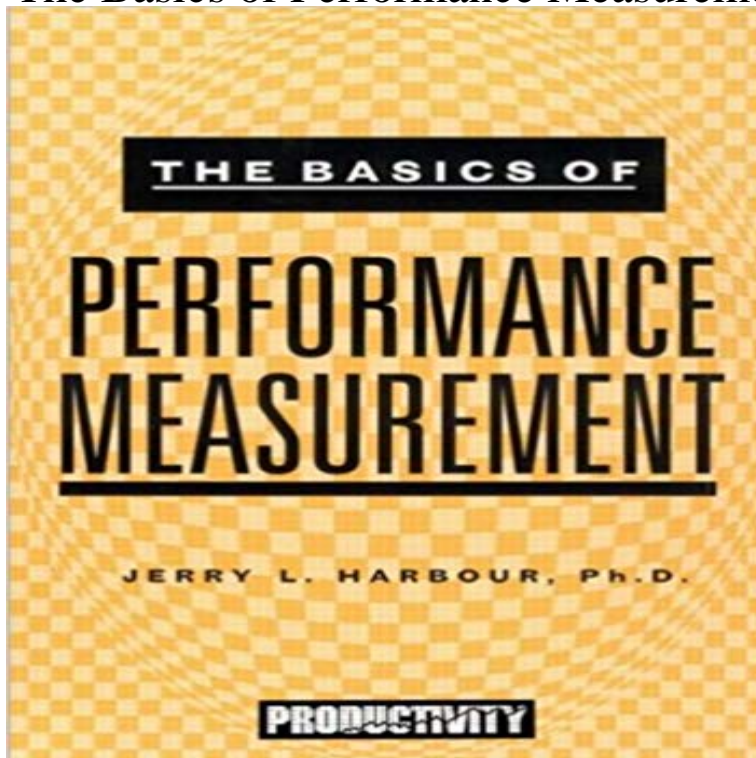


The Basics of Performance Measurement



This book contains brief examples of all types of performance measures and explains how to create effective performance measures. It also gives you a five-step method for developing a performance measurement system that includes selecting performance measurement families and hierarchies tailored to different levels within the organization. A special feature of this book is a section on performance measurement displays to encourage active measurements.

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