[PDF] Key Performance Indicators (KPI): Developing, Implementing, And Using Winning KPIs
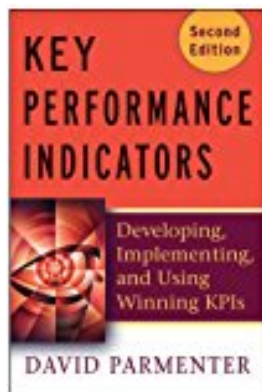
David Parmenter - pdf download free book

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Description:

Review "The book makes an important distinction that separates performance indicators from results indicators (like profits, market share percentages, or customer satisfaction numbers), and

gives an intriguing list of characteristics for identifying a KPI in the wild. All in all, it's a very handy reference for making sense of something people think they already know - but don't." (*Accounting Today*, Aug 16-Sept 12, 2010)

"(Parmenter)...draws on his previous research and experience to compile a series of 'how-to' guidelines for performance improvement implementation for senior managers." (*Accountancy Ireland*, August 2010)

From the Inside Flap Key Performance Indicators Developing, Implementing, and Using Winning KPIs **Second Edition**

Key performance indicators (KPIs), while used commonly around the world, have never until now been clearly defined. Management personnel have identified measures as KPIs though these measures have never been KPIs. The lack of understanding of performance measures has led most monitoring and reporting of measures to fail. The casualty has often been the balanced scorecard, a brilliant tool that can only work if the appropriate measures are in it.

Fully revised and updated, *Key Performance Indicators: Developing, Implementing, and Using Winning KPIs, Second Edition* represents a significant shift in the way KPIs are developed and used, with an abundance of implementation tools. This *Second Edition* includes new features to assist you with their implementation:

- A letter to the CEO

2. A 12-step model for developing and using KPIs with revised guidelines

3. Implementation guidelines for small to medium enterprises and not-for-profit organizations

4. How to brainstorm performance measures

5. A kit to help you find your organization's critical success factors

6. New examples and illustrations

7. Worksheets, workshop programs, and questionnaires

8. Over 300 performance measures

9. Updated templates for reporting performance measures

10. A facilitator's (consultant) resource kit

11. References to "free" and "for fee" electronic media to help save you time

> By exploring measures that have transformed businesses, this proactive guide has developed a methodology that is breathtaking in its simplicity and yet profound in its impact. Written by KPI expert David Parmenter, it has been said that this book is the missing link between the balanced scorecard work of Robert Kaplan and David Norton and the reality of implementing performance measurement in an organization.

- Title: Key Performance Indicators (KPI): Developing, Implementing, and Using Winning KPIs
- Author: David Parmenter
- Released: 2010-02-08
- Language:
- Pages: 320
- ISBN: 0470545151
- ISBN13: 978-0470545157
- ASIN: 0470545151