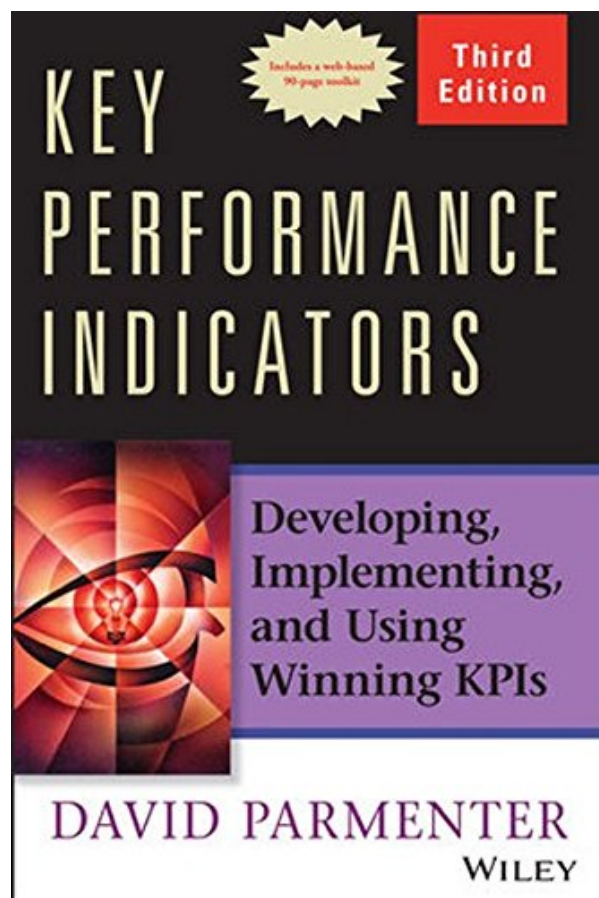
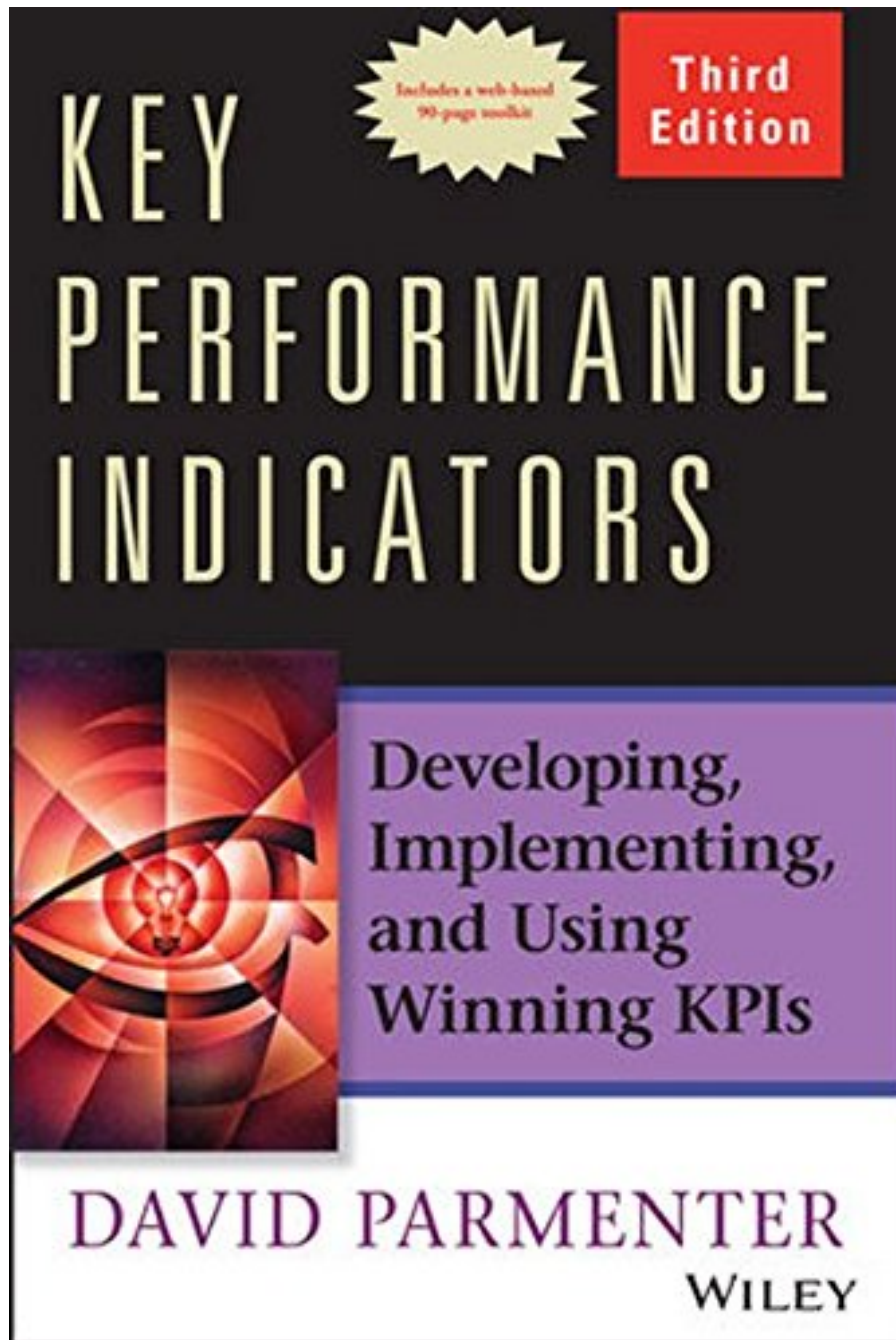


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DEVELOPING, IMPLEMENTING, AND  
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Streamline KPIs to craft a simpler, more effective system of performance measurement

Key Performance Indicators provides an in-depth look at how KPIs can be most effectively used to assess and drive organizational performance. Now in its third edition, this bestselling guide provides a model for simplifying KPIs and avoiding the pitfalls ready to trap the unprepared organization. New information includes guidance toward defining critical success factors, project leader essentials, new tools including worksheets and questionnaires, and real-world case studies that illustrate the practical application of the strategies presented. The book includes a variety of templates, checklists, and performance measures to help streamline processes, and is fully supported by the author's website to provide even more in-depth information.

Key Performance Indicators are a set of measures that focus on the factors most critical to an organization's success. Most companies have too many, rendering the strategy ineffective due to overwhelming complexity. Key Performance Indicators guides readers toward simplification, paring down to the most fundamental issues to better define and measure progress toward goals. Readers will learn to:

- separate out performance measures between those that can be tied to a team and result in a follow-up phone call (performance measures) and those that are a summation of a number of teams working together (result indicators)
- look for and eradicate those measures that have a damaging unintended consequence, a major darkside
- Sell a KPI project to the Board, the CEO, and the senior management team using best practice leading change techniques
- Develop and use KPIs effectively with a simple five stage model
- Ascertain essential performance measures, and develop a reporting strategy
- Learn the things that a KPI project leader needs to know

A KPI project is a chance at a legacy – the project leader, facilitator, or coordinator savvy enough to craft a winning strategy can affect the organization for years to come. KPI projects entail some risk, but this book works to minimize that risk by arming stakeholders with the tools and information they need up front. Key Performance Indicators helps leaders shape a performance measurement initiative that works.

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- 448 pages

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The book provides two lenses: an in-depth look at context and implementation to create and use key performance indicators (KPIs). An easy read and step-wise guide to implementing. Parmenter's methodology simple, but profound in terms of its practical applicability. Parmenter utilizes a 10/80/10 rule that depicts the indicator representation that tis need for good business decision making. The discussion on critical success factors can facilitate organizations to identify and track KPIs to ensure continued or new successes.

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Five Stars

By Arnoldo LeRoy Cordoba

Very useful, totally aplicable for my requirements

0 of 0 people found the following review helpful.

More managerial reference than technical one

By Zaher Alhaj

The book focuses more on the management side (communication, elicitation, team building, etc. ) of developing KPIs, and falls short on the technical aspects of how to develop and structure KPIs, although it provides very interesting point on the concepts of : Result Indicators, and Performance Indicators.

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