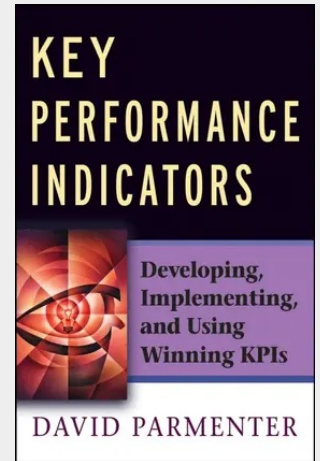


## Key Performance Indicators

Developing, Implementing, and Using Winning KPIs

Revolutionary in performance management, Key Performance Indicators demonstrates a new way of breaking performance measures into key result indicators (KRIs), performance indicators (PIs), and key performance indicators (KPIs). This work explains why so many balanced scorecards have not worked: they simply had the wrong measures. This important book provides readers with helpful resources including a twelve-step model, guidelines, and checklists for each step, an implementation resource kit with questionnaires and worksheets, workshop outlines, and a list of over 500 performance measures.

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