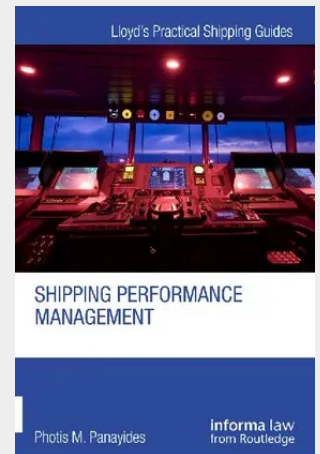


Shipping Performance Management

In the dynamic and volatile shipping industry, effective performance management is essential to an organization's success. This book is a practical guide to developing a holistic and comprehensive performance measurement and management system at managerial level in shipping organizations. Companies in the shipping industry must perform well across many facets of the organization to satisfy an array of demands and obligations arising from a complex environment of customers, partners, competitors and regulators. This book shows how companies can develop systems to effectively gauge and monitor organizational performance, including among others strategic, economic, environmental, social and operational performance. Topics covered include: tools and approaches for measuring performance; strategy and the use of the Balanced Scorecard; the mapping of shipping business strategy; the development of KPIs; cascation of company and departmental objectives and KPIs; and implementation. This guide to performance measurement and management is an important resource for managers in the shipping and maritime transport industry, as well as those aspiring to hone their skills in the art of performance management and decision-making.

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