

Dynamic Performance Management

This book explores how to design and implement planning & control (P&C) systems that can help organizations to manage their growth and restructuring processes in a sustainability perspective. The book is not designed to enable the reader to become an experienced system dynamics modeler; rather, it aims to develop the reader's capabilities to design and implement performance management systems by using a system dynamics approach. More specifically, the book shows how to develop system dynamics models that can better support an understanding of:

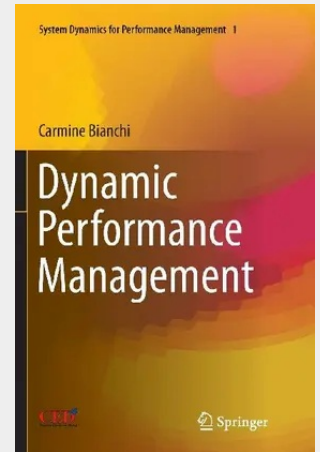
- What is organizational performance and how to frame and measure it;
- How to identify and map the processes underlying performance;
- How to design and implement a dynamic performance management system and link it to strategic planning;
- How to tie strategic resource dynamics to processes and performance indicators;
- How to link strategic resources, and performance indicators to responsibility and incentive systems.

Using a dynamic performance management approach can improve an organization's capability to understand and manage the forces driving performance over time, as well as set goals and objectives that may properly and selectively gauge results and match them to the key responsibility areas in the planning process. The dynamic performance management approaches covered in the book are beneficial to performance management analysts, enabling them to frame their professional field within the broader context of the system. The book also includes numerous case studies and dynamic performance management models for providing examples of how dynamic performance management works in practice. In addition, a literature review is included to provide a guideline for further improvements to those readers who wish to develop relevant, specific, and detailed system dynamics modeling skills and to establish the foundation for teaching system dynamics applied to performance management in organizational and inter-organizational contexts. This is particularly relevant for graduate students who have taken system dynamics courses and need to apply their own skills to business and public management.

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106,99 €
99,99 € (zzgl. MwSt.)

Lieferfrist: bis zu 10 Tage

Artikelnummer: 9783319811352
Medium: Buch
ISBN: 978-3-319-81135-2
Verlag: Birkhäuser
Erscheinungstermin: 22.04.2018
Sprache(n): Englisch
Auflage: Softcover Nachdruck of the original 1. Auflage 2016
Serie: System Dynamics for Performance Management & Governance
Produktform: Kartoniert
Gewicht: 3869 g
Seiten: 234
Format (B x H): 155 x 235 mm

