



Performance Measurement Explained: Designing and Implementing Your State-of-the-Art System

Bjorn Andersen, Tom Fagerhaug

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Performance measurement is firmly entrenched in many aspects of our society: the grades we receive in school, the approval rating of our politicians, the statistics of our favorite athletes. However, most employees do not have an effective performance measurement system to evaluate and ultimately motivate them to perform better in their daily endeavors. Performance Measurement Explained: Designing and Implementing Your State-of-the-Art System is a complete and easy-to-use guide to establishing a performance measurement system in any organization. Written to be easy to use at any level, this book explains the systematic process for designing and implementing a performance measurement system. The best-selling authors provide a step-by-step performance measurement system design process, including information on what to measure, how to measure it, and how to evaluate the results. The book contains many illustrations and charts, with numerous examples and case studies. An outstanding guide for any manager looking to improve employee performance.



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