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Sinopsis

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Integrating the "balanced scorecard" concept with a Baldrige approach, Keeping Score will show you how to:

- Evaluate your current approach to measurement.
- Pinpoint incorrect performance measurements.
- Select the right financial metrics.
- Measure customer satisfaction and value.
- Measure quality of products and services before they reach the customers.
- Perform process measurement.
- Track supplier performance.
- Measure employee satisfaction.
- Redesign inadequate metrics and systems used to collect and report data.
- Improve the accuracy of your metrics by linking them to key success factors.