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Organizations want--and need--to track the changes in their overall performance. And the divisions, units, teams, and individuals within these organizations engage in similar success measurement. Performance Measurement explains the importance of regularly monitoring your group's performance and introduces formal measurement practices. You'll learn to Apply a disciplined process to performance measurement Set targets and communicate data effectively Use performance management as a coaching and development tool Meet Your Mentor Robert S. Kaplan is Baker Foundation Professor at the Harvard Business School and Chairman of the Practice Leadership Committee of Palladium, Executing Strategy. He has authored or coauthored 14 books, 18 Harvard Business Review articles, and more than 120 other papers.

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Editorial Review

About the Author

Robert S. Kaplan is Baker Foundation Professor at the Harvard Business School and Chairman of the Practice Leadership Committee of Palladium, Executing Strategy. Kaplan's research, teaching, and consulting focus on linking cost and performance management systems to strategy implementation and operational excellence. He has been a co-developer of both activity-based costing and the Balanced Scorecard. He has authored or co-authored 14 books, 18 Harvard Business Review articles, and more than 120 other papers.

His books on performance measurement, co-authored with David Norton, include The Execution Premium, Alignment, Strategy Maps: Converting Intangible Assets into Tangible Outcomes (named as one of the top ten business books of 2004 by Strategy & Business and amazon.com); The Strategy-Focused Organization: How Balanced Scorecard Companies Thrive in the New Business Environment (named by Cap Gemini Ernst & Young as the best international business book for year 2000), and The Balanced Scorecard: Translating Strategy into Action, which has been translated into 22 languages and won the 2001 Wildman Medal from the American Accounting Association for its impact on the practice of accounting.

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