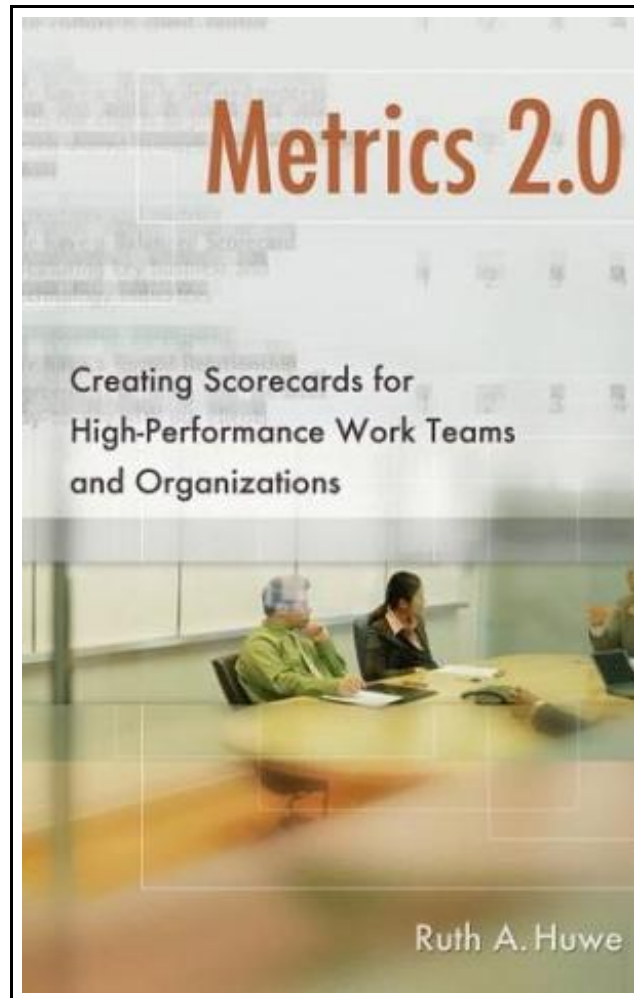


Metrics 2.0 Creating Scorecards for High-Performance Work Teams and Organizations



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Reviews

This written publication is wonderful. It is probably the most incredible publication i actually have read through. Its been written in an extremely basic way in fact it is merely following i finished reading this publication where basically transformed me, alter the way i believe.

(Adan Fritsch)

METRICS 2.0 CREATING SCORECARDS FOR HIGH-PERFORMANCE WORK TEAMS AND ORGANIZATIONS



Praeger. Hardcover. Condition: New. 349 pages. Dimensions: 9.3in. x 6.2in. x 1.5in. Written for managers who want to create and use scorecards, *Metrics 2.0: Creating Scorecards for High-Performance Work Teams and Organizations* provides a unique perspective on this vital management tool. Focusing on performance improvement, it describes the intellectual foundation behind scorecards and demonstrates how metrics can be used to enhance feedback, motivation, and employee engagement. The book offers a background primer on statistics and research methods, outlining the basics of metrics such as attributes, scope of measures, and levels of analysis to help managers understand what should go into the scorecard and why. Key techniques for using scorecards are showcased and step-by-step guidance on creating metric scorecards for teams, departments, and entire organizations is provided, including specialized situations such as customer service measurement or monitoring off-site performance. Finally, managers are taught how to analyze results intelligently and translate metrics into effective operational practices. Extensive running examples address both service and manufacturing metrics and each chapter ends with a set of learning objectives. This item ships from multiple locations. Your book may arrive from Roseburg, OR, La Vergne, TN. Hardcover.



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