

A Complete And Balanced Service Scorecard: Creating Value Through Sustained Performance Improvement - , Praveen Gupta

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This is the eBook version of the printed book. If the print book includes a CD-ROM, this content is not included within the eBook version. Praise for A Complete and Balanced Service Scorecard Use the Service Scorecard to Dramatically Improve Performance in Service Organizations Thousands of organizations are driving value through the use of the business scorecard. Unfortunately, most business scorecards are not designed for service businesses. Now, two of the worlds leading service business performance experts show how to adapt, use, and succeed with the business scorecard in your service organization. Rajesh K. Tyagi and Praveen Gupta systematically update outdated business scorecards originally created for manufacturing firms, replacing them with new measures that fully maximize your investments in people, services, processes, and technology. Tyagi and Gupta introduce a Service Scorecard framework that encompasses seven key elements of service success: Growth, Leadership, Acceleration, Collaboration, Innovation, Execution, and Retention (GLACIER). You learn how to set clear performance targets, benchmark performance, identify improvement opportunities, and capture performance data that offer leading indicators for financial performance. This books proven performance framework is designed for sustaining profitable growth. Simply put, it offers todays most direct path to measuring performance and optimizing business value in any service business. Adapt current business scorecards to work for service businesses Design the scorecard to reflect everything that makes service businesses unique and inherently variable Refocus scorecarding on the service organizations unique success factors Target the seven measurement areas that link most tightly to service performance Overcome the obstacles to Service Scorecard implementation Plan, align, train, validate, adjust, and institutionalize your Service Scorecard Integrate the Service Scorecard with your other improvement initiatives Use scorecards to complement Six Sigma, ISO 9000, CMMI, ITIL, or other organization-specific programs Author: Tyagi, Rajesh K. Author: Gupta, Praveen Publisher: FT Press Illustration: N Language: ENG Title: A Complete and Balanced Service Scorecard: Creating Value

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