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### **Rethinking Performance Measurement: Beyond the Balanced**

Rethinking Performance Measurement returns to the fundamentals by asking what is the performance of the firm, can this performance be measured, and what are reasonable second-best measures given that first-best measures we would like to have are not available.

### **Rethinking Performance Measurement: Beyond the Balanced**

Performance measurement remains a vexing problem for business firms and other kinds of organizations. The "balanced scorecard", widely touted as a solution to problems of performance measurement and strategic planning, has no strong basis in theory.

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Performance measurement remains a vexing problem for business firms and other kinds of organisations. This book explains why: the performance we want to measure (long-term cash flows, long-term viability) and the performance we can measure (current cash flows, customer satisfaction, etc.) are not the same.

### **Rethinking Performance Measurement: Beyond the Balanced**

The paper addresses two basic components of successful performance measurement and management, namely the identification of an appropriate set of performance measures and factors that created quality of the performance management system.

### **Selected Components Affecting Quality of Performance**

How Deloitte Built a Radically Simple Performance Measure One of the most important tools in our redesigned performance management system is the "performance snapshot."

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