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Performance Measurement

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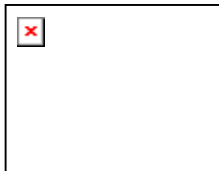
Financial Management is increasingly moving out of the traditional financial box and into non-financial information analysis. The reason is very simple, value creation comes from all parts of your business and if you want to create value, then you need to measure the non-financial parts of your business.

■ Non-Financial Measurement

For most of us, we are focused on the financial related metrics; things like profit, gross margin, return on investment, and revenue growth. However, financial metrics are [outcomes](#) and not "drivers" of performance. So we need to include the real drivers behind financial performance, such as:

- Process efficiency
- Human resource development
- Leadership effectiveness
- Customer retention and growth
- Product and service innovation
- Brand image and reputation

■ Comprehensive Approach



My services are designed to map and connect the non-financial parts of your organization into a comprehensive performance management system. The structure of this system may take the form of a [Balanced Scorecard](#) or the [Performance Prism](#).

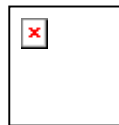
I will match your organization flows, stakeholders, and strategy against the most effective model. Additionally, I will make sure that your strategy fits with the performance maps. Your metrics will get tested prior to implementation using "best practice" comparisons such as reportability. And yes, I can provide

If you want to get started now, then I invite you to download some of my resources:

- [Balanced Scorecard Short Course \(pdf\)](#)
- [Balanced Scorecard Template \(xls\)](#)
- [Balanced Scorecard Workshop](#)
- [Balanced Scorecard Project Plan \(xls\)](#)

A combination of financial and non-financial indicators of performance that is both lead and lag in nature will give you a much better overall picture of organizational performance.

■ Partnerships



In order to provide a full range of services to meet your needs, I may partner with other consulting firms, such as [Global Resources](#) and the [Alliance for Corporate Wealth](#).

■ Questions

If you need more information about my services, then drop me an email or give me a call at 1-877-807-8756. You can also download the following information:

- [Click Here](#) to download an Introductory Packet for Prospective Clients
- [Click Here](#) for a quick 2-Page Flier on Scorecards
- [Click Here](#) for billing rate information

If you want a great balanced scorecard, you need a great

training and support during the entire project.

Knowing how to map the life cycle of performance measurements in a Logic Model can make a world of difference in measuring the right things at the right time. This is a very common mistake in building the Balanced Scorecard - not understanding the life cycle of measurements.

strategic plan and if you want a great strategic plan, you need a great planning process and if you want a great planning process, then you need to use the most appropriate analytical models: SWOT, Appreciative Inquiry, War Gaming, Five Forces, Boston Product Matrix, etc.