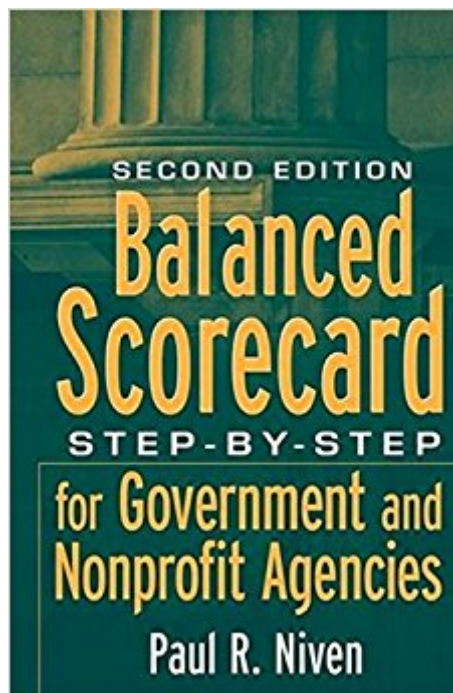




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Balanced Scorecard: Step-by-Step For Government And Nonprofit Agencies



Synopsis

This book provides an easy-to-follow roadmap for successfully implementing the Balanced Scorecard methodology in small- and medium-sized companies. Building on the success of the first edition, the Second Edition includes new cases based on the author's experience implementing the balanced scorecard at government and nonprofit agencies. It is a must-read for any organization interested in achieving breakthrough results.

Book Information

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Customer Reviews

"The Balanced Scorecard is highly effective for nonprofit organizations. Paul Niven translates the concepts of the BSC into a toolkit and approaches that are ideally suited to the nonprofit environment. Further, he presents these ideas in a format that is easy to understand and communicate with staff at all levels." —Sherry Keramidas, PhD, CAE, Executive Director, Regulatory Affairs Professionals Society "If you want to implement an organizational performance management initiative using the Balanced Scorecard, don't even think about doing so without this guidebook of guidebooks, written by an experienced 'sherpa,' Paul Niven. This practical manual, with its 'tell-it-like-it-is' approach is an essential survival book for any trek to the headwaters of organizational improvement. Paul's voice is tested and true. Your journey towards excellence requires this kind of compass." —Benjamin K. Homan, President and Chief Executive Officer, Food for the Hungry, Inc. "As a master of the Balanced Scorecard, Paul offers solutions and

forward-thinking strategies on organizational management and performance measurement. This is a must-read for any organization interested in achieving breakthrough results." —Merl Waschler, President, Valley of the Sun United Way

"The Balanced Scorecard has risen to the performance measurement challenge of the private sector and is equally well-equipped to facilitate a rapid and dramatic transition of twenty-first-century nonprofit and public organizations." —from Chapter Two The emphasis today on demonstrated organizational performance is not limited to private-sector corporations. Public and nonprofit agencies are also finding that, as financial resources decrease and demand for results increases, they too must institute performance goals along with programs and processes that consistently progress toward those goals. *Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies, Second Edition* empowers your organization to turn strategy into performance at every organizational level and translate your intangible resources such as innovation, customer relationships, and intellectual capital into real value. Significantly updated and enhanced to reflect the latest theory and practice of performance management for the nonprofit and public sectors, this results-focused and practical book: Provides a "get-started" questionnaire for readers to assess their agency's readiness and get them started on implementation Includes all-new cases based on the author's experience implementing the Balanced Scorecard in the public and nonprofit sectors Offers completely revamped coverage of Strategy Maps with new sections on how to facilitate a Strategy Map session Introduces the Office of Strategy Management (OSM), a new and vitally important function that seamlessly integrates the worlds of strategy formation and execution Spans the entire spectrum of a Balanced Scorecard implementation Explains how to alter the "geography" of the Balanced Scorecard to fit public and nonprofit agencies Public and nonprofit organizations are not immune to the tempest of change swirling about our modern world. *Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies, Second Edition* outlines the very real benefits of the field-proven Balanced Scorecard approach, and details how it can be tailored to the unique requirements and realities of nonprofit and public-sector organizations. Let it show you how to use the Balanced Scorecard to help your organization dramatically improve strategic and fiscal effectiveness—and better meet the needs of your stakeholders and board members.

Very well written. The author has a easy to read style that is clear and detailed without being pedantic or uninteresting. A very practical approach to the subject matter. I already knew the Balanced Scorecard from a boot camp I attended, but this Public Sector treatment offers a useful

perspective if that is where you will use the scorecard - like me. If you are in the Public Sector and thinking of the Balanced Scorecard this is a must read. It uses enough examples to be credible and practical without being anecdotal. A very useful approach to implementing change and Strategy Management in government. I go back and reread sections all the time to make sure I didn't miss any key points.

The other book by this author was so good, I thought I should try the one specifically written for where I work now. The examples and suggestions are top notch!

I think this book offered many concepts and real stories about how to implement BSC. It's good and helpful to my actions. I would like to recommend it to those who are preparing BSC establishment in his or her department. I rate it as five stars based on what I already did and what I'm trying hard to do so. This one is very great to you.

None

I believe it would be important to contain exercises on the cause effect objectives. When someone established an objective. In the financial or in the client perspective, it means you already have 4 objectives. So this limit the number of objectives to 3 or 4 in each perspective?

Great book. Easy to understand.

Very good and very useful.. just same as the picture, I love it

The book has a very good perspective of government. It gives you bases for making your own good indicators. It introduces you to applications in various levels of the public administration. It shows future possibilities for the balanced scorecard if you can read between lines.

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