



Keeping Score: Using the Right Metrics to Drive World-Class Performance

Mark Graham Brown

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Keeping Score ensures that you look at the right measurements. The author contends that your measurements must focus on the past, present, and future and be based on the needs of customers, shareholders, and employees. Measuring everything is more damaging than measuring nothing - pinpointing the vital few key measures is the key to success. Following a Baldrige approach, Mark Brown shows you how to evaluate your current approach to measurement and redesign inadequate metrics and systems used to collect and report data. Developing an accurate measurement system ensures that you correctly measure customer satisfaction and value, the quality of products and services before they reach the customer, and employee satisfaction. In addition, you'll improve the accuracy of your metrics by linking them to key success factors as well as learn how to select the right financial metrics, perform process measurement, and track supplier performance.

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