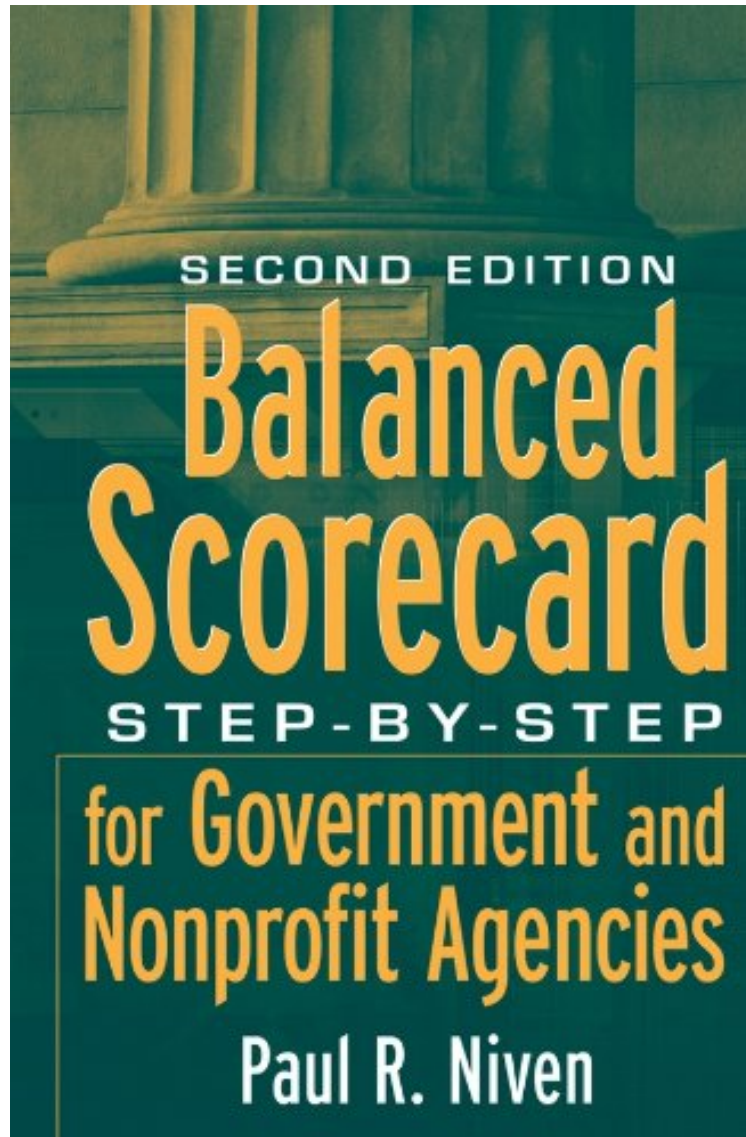


[FREE] Balanced Scorecard: Step-by-Step for Government and Nonprofit Agencies

Balanced Scorecard: Step-by-Step for Government and Nonprofit Agencies

Paul R. Niven

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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. 0 of 0 people found the following review helpful. The other book by this author was so good, I thought I should try the one specifically ...By FafnyrThe 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! 0 of 0 people found the following review helpful. Great to whom creating a BSC in government or nonprofit agencies. By CustomerI 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 preparing BSC establishment in his or her department. I rate it as five stars based on what already did and what I trying hard to do so. This one is very great to you.

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.

From the Inside Flap "Today's constituents and donors are better informed than at any time in history. That knowledge leads to a demand of accountability on your part to show results from the financial and human resources with which yours have been entrusted. To do that you must demonstrate tangible results, and those results are best captured in performance measures." —from Chapter One Over the past decade, the Balanced Scorecard has become one of the business world's leading methodologies for measuring organizational performance and achieving exceptional and sustainable results. From small-scale organizations to multinational conglomerates, the Balanced Scorecard has provided decision-makers with a tool to monitor their organizations from four broad, yet interrelated perspectives, and focus on those measures that are most critical to achieving success. And it's not just private-sector firms that are benefiting from the power of the Balanced Scorecard. Public and nonprofit agencies are also discovering how they can reap the benefits of this proven tool by adapting the Scorecard approach to their own goals and situations. *Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies* shows how you can format the "geography" of the Balanced Scorecard to fit your nonprofit or public sector enterprise, and create a versatile framework for translating big-picture organizational strategies into specific operational objectives and measures ready for implementation. Providing a solid foundation of Balanced Scorecard knowledge from which to build, and then detailing how the approach can be tailored to the unique requirements and realities of organizations for which profit is not a primary imperative, this no-nonsense guidebook will provide you with the knowledge and confidence you need to: Determine needs and list specific objectives for using the Balanced Scorecard in your organization Gain the support of—and provide training for—team members and stakeholders Develop a functional and focused Balanced Scorecard, and maximize its effectiveness Government and nonprofit agencies today face increased pressure to implement effective performance management systems and improve operational efficiency, while simultaneously remaining focused on fulfilling their missions. *Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies* shows you how to translate today's leading results-based management methodology to these vital sectors, and effect a truly transformational change in the way your organization measures, manages, and accomplishes its goals. From the Back Cover Hands-on guidelines for using the Balanced Scorecard within mission-driven organizations Today's insistence 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 to consistently progress toward those goals. *Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies* identifies the opportunities—and helps eliminate the obstacles—of bringing the popular and proven Balanced Scorecard approach to public and nonprofit organizations. This results-focused and practical book provides you with: Fundamentals of the Balanced Scorecard concept Advice on how to alter the "geography" of the balanced scorecard to fit public and nonprofit agencies Techniques for developing strategy maps and Balanced Scorecards throughout your organization Tools and templates to link the Balanced Scorecard with key management processes *Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies* 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 operational and fiscal effectiveness—and better meet the needs of your stakeholders. About the Author PAUL R. NIVEN is a management consultant and noted speaker on the subject of the Balanced Scorecard. He is the author of the acclaimed *Balanced Scorecard Step-by-Step: Maximizing Performance and Maintaining Results*. Additionally, his work on Performance Management has been published in many professional publications. Mr. Niven has developed Balanced Scorecard systems for large and small clients in a wide

variety of organizations, including the public sector, nonprofits, and the Fortune 1000. He may be reached at (760) 918-5990.