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

Paul R. Niven

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The Balanced Scorecard is the leading methodology for implementing performance management systems and improving efficiency. Focusing directly on the public and not-for-profit sectors, this book helps these organizations overcome the unique challenges they face when implementing a Balanced Scorecard.

- Guides government and nonprofit organizations through the implementation of a performance management system using the Balanced Scorecard.
- Authors bring a wealth of implementation knowledge and experience to this book, leading to hands-on, practical guidance and tips to that ensure success.
- Identifies and tackles head-on the serious obstacles unique to the world of government and nonprofits in implementing the balanced scorecard methodology.
- Includes action plans to walk the reader through specific implementation challenges.

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