Balanced Scorecard

One of the more prevalent methodologies in use today, the Balanced Scorecard framework has three main tenets:

1. Emphasis on outcomes and objectives to be achieved, rather than measures
2. Separation of objectives into disparate, supporting points of view such as Customer, Financial, Process, and Employee
3. Consideration of non-financial assets such as processes and intellectual property so that leading and qualitative measures are also included.

To learn more about the Balanced Scorecard approach to enterprise performance management, visit BSC Online, sponsored by The Palladium Group

Related links:
The First Balanced Scorecard (Arthur Schneiderman)
Time to Unbalance Your Scorecard (Arthur Schneiderman)
What are the measures that matter? (Art Kleiner)
A CIO's View of the Balanced Scorecard (George Tillman)
Balanced Scorecard articles by Paul Niven