

Cambridge University Press
978-0-521-85511-2 - Business Performance Measurement: Unifying Theories and Integrating Practice,
Second Edition
Edited by Andy Neely
Copyright Information
More information

## Business Performance Measurement

Unifying theories and integrating practice Second edition

Edited by

**Andy Neely** 





Cambridge University Press
978-0-521-85511-2 - Business Performance Measurement: Unifying Theories and Integrating Practice,
Second Edition
Edited by Andy Neely
Copyright Information
More information

CAMBRIDGE UNIVERSITY PRESS
Cambridge, New York, Melbourne, Madrid, Cape Town,
Singapore, São Paulo, Delhi, Tokyo, Mexico City

Cambridge University Press The Edinburgh Building, Cambridge CB2 8RU, UK

Published in the United States of America by Cambridge University Press, New York

www.cambridge.org Information on this title: www.cambridge.org/9780521855112

© Cambridge University Press 2002, 2007

This publication is in copyright. Subject to statutory exception and to the provisions of relevant collective licensing agreements, no reproduction of any part may take place without the written permission of Cambridge University Press.

First published 2002 Second published 2007

A catalogue record for this publication is available from the British Library

Library of Congress Cataloguing in Publication data

Business performance measurement: unifying theories and integrating practice/[edited by] Andy Neely. – 2nd edn.
p. cm.

Includes bibliographical references and index. ISBN-13: 978-0-521-85511-2 (hardback) ISBN-10: 0-521-85511-X (hardback)

- 1. Organizational effectiveness Measurement. 2. Performance Measurement.
- 3. Total quality management. I. Neely, A.D. (Andy D.). II. Title. HD58.9.B875 2007  $658.4^{\prime}$  oi dc22

ISBN 978-0-521-85511-2 Hardback ISBN 978-0-521-18876-0 Paperback

2007014640

Cambridge University Press has no responsibility for the persistence or accuracy of URLs for external or third-party internet websites referred to in this publication, and does not guarantee that any content on such websites is, or will remain, accurate or appropriate. Information regarding prices, travel timetables, and other factual information given in this work is correct at the time of first printing but Cambridge University Press does not guarantee the accuracy of such information thereafter.