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1992: David P. Norton (CEO Of Nolan Norton) And Robert S. Kaplan (Academic Consultant) Summarized The Findings Of The Study In An Article "The Balanced Scorecard - Measures That Drive Performance" (Harvard Business Review - HBR) 1993: Second HBR Article 3th, 2024

#### The Balanced Scorecard - 1 - The Balanced Scorecard

By Measuring Key Performance Indicators Against Targets In Each Of The Following Four Quadrants, Management Gains The Necessary Feedback To Select The Initiatives To Achieve The Strategy: • Customer • Financial • Internal Processes • Learning And Growth Since Kaplan And Norton First Developed The Balanced Scorecard In The Early 2th, 2024

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The Balanced Scorecard And Managing Human Resources - The Case Of Employee Remuneration Feliniak, Urszula;Kolodziejczyk-Olczak, Izabela Organizacijø Vadyba: Sisteminiai Tyrimai; 2005; 36; ABI/INFORM Complete Pg. 19 1th, 2024

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Source: Balanced Scorecard Hall Of Fame Report 2004-2007, Harvard Business School Publishing Duke Children's Hospital Fulton County Schools •Parent Sat. Up From 4.3 To 4.7 •Cost Per Case Down 33% •Length Of Stay Down 31% •Nursing Absentee Down 42% •Net Margin Up \$15 Million •SAT Up 23 Pts Over Nation With 89% Testing Vs. 48% 3th, 2024

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