



Implementing the Project Management Balanced Scorecard

Jessica Keyes

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Business managers have long known the power of the Balanced Scorecard in executing corporate strategy. *Implementing the Project Management Balanced Scorecard* shows project managers how they too can use this framework to meet strategic objectives. It supplies valuable insight into the project management process as a whole and provides detailed explanations on how to effectively implement the balanced scorecard to measure and manage performance and projects. The book details a tactical approach for implementing the scorecard approach at the project level and investigates numerous sample scorecards, metrics, and techniques. It examines recent research on critical issues such as performance measurement and management, continuous process improvement, benchmarking, metrics selection, and people management. It also explains how to integrate these issues with the four perspectives of the balanced scorecard: customer, business processes, learning and innovation, and financial. Filled with examples and case histories, the book directly relates the scorecard concept to the major project management steps of determining scope, scheduling, estimation, risk management, procurement, and project termination. It includes a plethora of resources on the accompanying CD-ROM—including detailed instructions for developing a measurement program, a full metrics guide, a sample project plan, and a set of project management fill-in forms.

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