

# Sources of information on key performance indicators

## Prepared by

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## Articles

CIMA members can obtain articles on this topic from the Business Source Corporate database which can be found in the Professional Development section of the CIMA website.

Cronin, G. Measuring strategic, progress choosing and using KPIs. *Accountancy Ireland*, August 2007, Volume 39, Issue 4, pp 30-31

Eckerson, W. Creating effective KPIs. *DM Review*, June 2006, Volume 16, Issue 6, pp 15-28

Kenny, G. Stakeholder-focused metrics: a straightforward approach to choosing KPIs. *Business Performance Management*, June 2005 supplement, pp 27-29

Parmenter, D. Crunchy KPIs. *New Zealand Management*, December 2004, Volume 51, Issue 11, pp 103-104

Parmenter, D. Winning KPIs revisited. *New Zealand Management*, October 2002, Volume 49, Issue 9, pp 49-51

Parmenter, D. Winning KPIs. *New Zealand Management*, December 2001, Volume 48, Issue 11 pp 100-101

Vorne, R.A. KPIs from a lean perspective: achieve goals, reduce waste. *Plant Engineering*, July 2007, Volume 61, Issue 7, pp 49-52

Williams, Peter. The key to data. *Financial Director*, March 2007, p. 17

Annual reports enter 'new world' with KPIs. *Data Strategy*, July/August 2007, Volume 3, Issue 8, p. 21

Keeping the customer satisfied. *Accountancy*, August 2007, Volume 140, Issue 1368, p. 94

Keys to increasing performance. *Practical Accountant*, June 2007, Volume 40, Issue 6, Special section, p. 1

## Books

Ahmed, A., Siantonas, G. and Siantonas, N. (2007). *The 13 key performance indicators for highly effective teams*. Sheffield: Greenleaf Publishing

## Books

Baker, R. (2006). *Measure what matters to customers: using key predictive indicators*. Hoboken, NJ: Wiley

Eckerson, W. (2006). *Performance dashboards: measuring, monitoring and managing your business*. Hoboken, NJ: John Wiley and Sons

Franceschini, F. (2007). *Management by measurement: designing key indicators and performance measurement systems*. Berlin: Springer-Verlag

Holley, A.M. and King, A. (2006). *Worldwide KPIs and benchmarking*. Bracknell: BSRIA. (BSRIA guide: BG 7/2006)

Jowett, P. and Rothwell, M. (1998). *Performance indicators in the public sector*. Basingstoke: Palgrave Macmillan

Kenny, G. (2004). *Strategic planning and performance management: develop and measure a winning strategy*. Oxford: Butterworth-Heinemann

Parmenter, D. (2007). *Developing, implementing and using winning KPIs*. Chichester: John Wiley

Peterson, E.T. (2008). *The big book of KPIs*. Web Analytics Demystified.com

Smith, J. (2001). *The KPI book: the ultimate guide to understanding the key performance indicators of your business*. Stourbridge: Insight Training and Development

## Websites

Business Balls.com

Section on strategy implementation and realisation.

<http://digbig.com/4xhnt>

## Websites (continued)

Develin & Partners

Develin & Partners is a UK-based management consultancy firm. Their management booklet 'Performance Measurement' can be ordered online from:

<http://digbig.com/4xhnw>

The Foundation for Performance Measurement

A guide to performance measurement and non-financial indicators.

<http://digbig.com/4xhnx>

The Performance Measurement Association

<http://digbig.com/4xhny>

The Free Management Library website includes a collection of performance measurement links.

<http://digbig.com/4xhpa>

CIMA members can obtain further information by contacting:

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