

<<经营过程管理与平衡计分卡>>

图书基本信息

书名：<<经营过程管理与平衡计分卡>>

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内容概要

Business Process Management and the Balanced Scorecard: Using Processes as Strategic Drivers is essential reading for creating a strategically aligned organization. Author Ralph Smith shows managers how to channel the specific knowledge, talents, and skills of the workforce throughout their organization toward achieving long-term strategic goals.

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