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Quality Management and Process Indicators SpringerLink

Bourne, M. C., Kennerley, M., & Franco-Santos, M. (2005). Managing through measures: A study impact on performance. Managing through measures: A study impact on performance. Journal of Manufacturing and Technology Management, 16 (4), 373 395.

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Professor Michael Bourne Cranfield University

Bourne M & Neely A (2001) Why measurement initiatives succeed and fail. In: Business Performance Measurement: Theory and Practice, Cambridge University Press, p. 198-208. Bourne M (2001) Designing performance measurement systems. In: Handbook of Performance Measurement, London: Gee Publishing. Bourne M (2001) Designing and testing the business model.

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Bourne, M. and Bourne, P. Successful Change Management in a Week.London: Hodder & Stoughton, 2002. Click here order this book from Amazon. Strategy and Performance Books . Bourne, M., Mills, J., Neely, A., Platts, K. and Richards, H. Strategy and Performance. 2002. Click here to view pdf leaflet about these three publications,including order form. See below for individual references.

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