

*Includes 10 handy do's and don'ts of using KPIs.*

- **Want to measure the performance of your people and your business?**
- **Need a quick overview of the most useful KPIs and how to use them?**
- **Only want what you need to know, rather than reams of theory?**

With the critical Key Performance Indicators required to understand your employees, financials and customers, this book tells you what you need to know, fast.