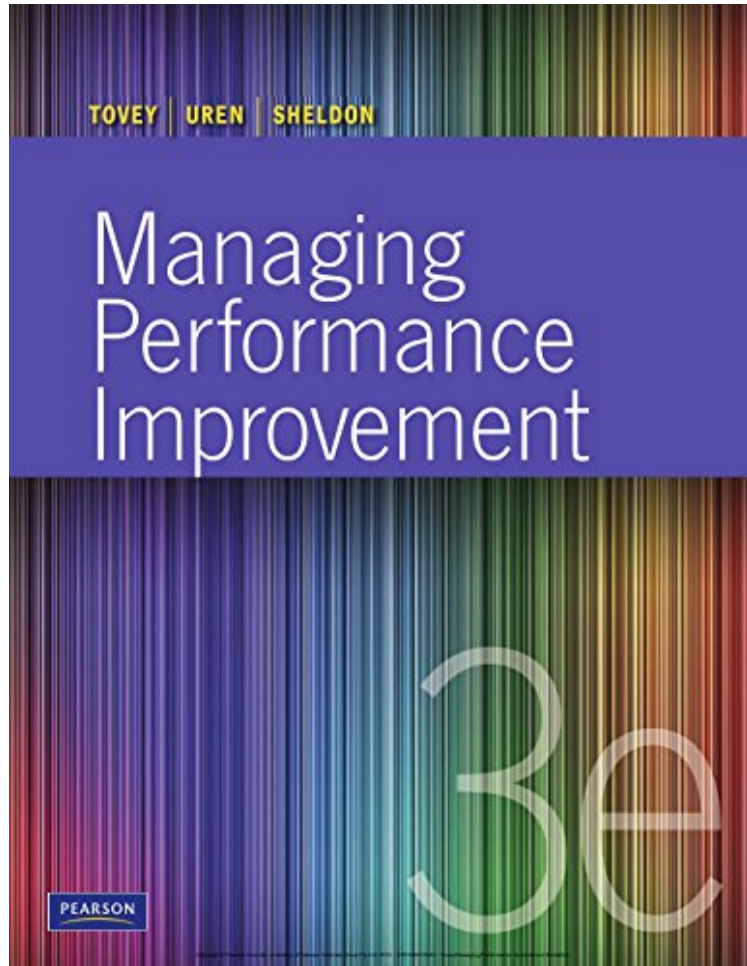


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Managing Performance Improvement

Michael D. Tovey, Mary-Anne L. Uren, Neroli Ena Sheldon
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Increasing global competition, combined with shrinking budgets, are forcing managers to find new ways of operating. To compete successfully, companies must now use technology and resources (particularly human resources) to their full potential. Much of the research in the area of performance management has suggested that, while it has great potential to contribute dramatically to the bottom line, it rarely works. The third edition of Managing Performance Improvement looks at why performance systems fail, and explores the tools and techniques to overcome this failure. This best selling text provides practical, specific advice to managers and students enabling them to plan for, and then

manage, performance improvement.