

# Balanced Scorecard Bibliography

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## First Time with the Balanced Scorecard

Kaplan, Robert S. and Norton, David P. *The Balanced Scorecard: Translating Strategy into Action*, Boston: Harvard Business Press, 1996.

Niven, Paul R. *Balanced Scorecard Step-by-Step*. New York: Wiley, 2006.

## For Nonprofits and Government Organizations

Niven, Paul R. *Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies*. New York: Wiley, 2008.

## Other Essential Balanced Scorecard Books

Adams, Chris and Kennerley, Mike and Neely, Andrew, *The Performance Prism: The Scorecard for Measuring and Managing Business Success*, London: Financial Times Prentice Hall, 2002.

Kaplan, Robert S. and Norton, David P. *The Strategy-Focused Organization: How Balanced Scorecard Companies Thrive in the New Business Environment*, Boston: Harvard Business Press, 2000.

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Olve, Nils-Göran and Petri, Carl-Johan and Roy, Jan and Roy, Sofie *Making Scorecards Actionable: Balancing Strategy and Control*, New York: Wiley, 2003.

Smith, Ralph F. *Business Process Management and the Balanced Scorecard: Focusing Processes on Strategic Drivers*, New York: Wiley, 2006.

## Performance Management Books Helpful for Balanced Scorecard Implementations

Deming, W. Edwards *Out of the Crisis*, Cambridge: The MIT Press, 2000.

Hubbard, Douglas W. *How to Measure Anything – Finding the Value of Intangibles in Business*, Hoboken: Wiley, 2007.

Pyzdek, Thomas, *The Six Sigma Handbook*, New York: McGraw-Hill, 2003.

Wheeler, Donald J. *Understanding Variation – The Key to Managing Chaos*, Knoxville: The SPC Press, 2000.

## Balanced Scorecard Articles

Kaplan, Robert S. and Norton, David P. "The Balanced Scorecard: Measures That Drive Performance (HBR OnPoint Enhanced Edition)." *Harvard Business Review*, Feb 2000.

Kaplan, Robert S. and Norton, David P. "Using the Balanced Scorecard as a Strategic Management System." *Harvard Business Review*, July 2007.

## Balanced Scorecard Web Sites with Free Resources

The Palladium Group: Executing Strategy. <<http://www.thepalladiumgroup.com>>

The Balanced Scorecard Institute. <<http://www.balancedscorecard.org>>

## Balanced Scorecard Blogs

Iolite: A Clear View of Strategy Management and Process Improvement. <<http://www.iolite.net>>

The Glue: A blog about executing business strategy. <  
<http://www.strategyexecutionblog.com/2007/08/balanced-scor-1.html>>