

# RESOURCES

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## Books

- Few, Stephen. 2013. Information Dashboard Design: Displaying Data for At-a-Glance Monitoring.
- Jackson, Thomas L. 2006. Hoshin Kanri for the Lean Enterprise: Developing Competitive Capabilities for Managing Profit.
- Kaplan, Robert S. & David P. Norton. 1996. The Balanced Scorecard: Translation Strategy into Action.
- Tuft, Edward. 2001. The Visual Display of Quantitative Information.
- The Balanced Scorecard – Measures that Drive Performance. Harvard Business Review (HBR) 70, no. 1 (Jan-Feb 1992): 71-79

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## Articles & Websites

- [Key Performance Indicators Infographic](#). The KPI Institute.
- [Balanced Scorecard Institute](#)
- [Balanced Scorecard Collaborative](#) (training, consulting, materials)
- Key Performance Indicators for Administrative Support Units. Hanover Research, September 2010  
<https://cnu.edu/assessment/documents/pdf/kpisforadminsupportunits.pdf>
- The Balanced Scorecard – Measures that Drive Performance. Harvard Business Review (HBR) 70, no. 1 (Jan-Feb 1992): 71-79