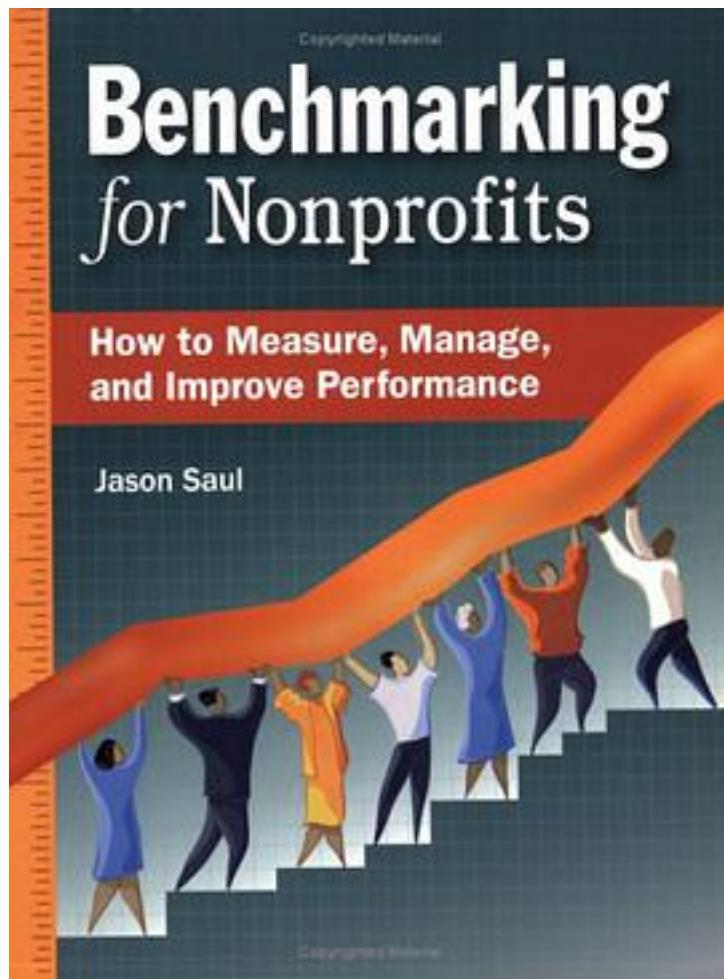


Benchmarking for Nonprofits



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著者:Saul, Jason

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The no-cost way to improve your organization on a daily basis. Most nonprofits are already benchmarking informally. This unique book defines a formal way to

benchmark. You'll learn how to prepare your organization, measure performance, and implement best practices as well as: The five key steps of benchmarking, The arguments against benchmarking and why you should disregard them, How benchmarking differs from evaluation and assessment, How to form a benchmarking team, How to create a success equation that helps you measure your organizations performance, How to make sure to measure what matters, How to choose your benchmarking partners and what you can learn from the wrong partner, How to overcome staff resistance to benchmarking. Practical tools help you benchmark what matters: Real-world examples illustrate benchmarking in action. Exercises and worksheets guide you through processes such as drafting a benchmarking plan; identifying and analyzing the things in your organization that need improvement; prioritizing which processes to focus on; identifying your CTQ (critical to quality) outcomes; and more. The way to survive as a nonprofit in todays market is to thrive. With so many organizations seeking the same dollars, only the best will endure. Benchmarking ensures that your organization is always operating at peak performance. Its something you cant afford not to do especially since you can do it for free!

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