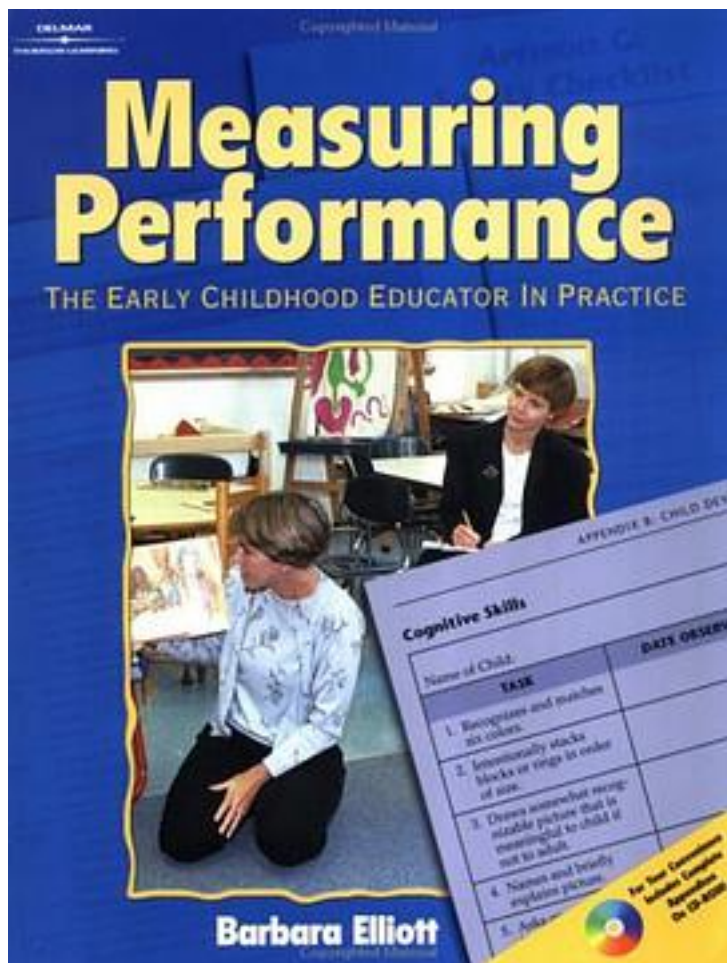


Measuring Performance



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Often managers need to assess both financial and non-financial performance. What process would you use to measure things that are not easily quantifiable?

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