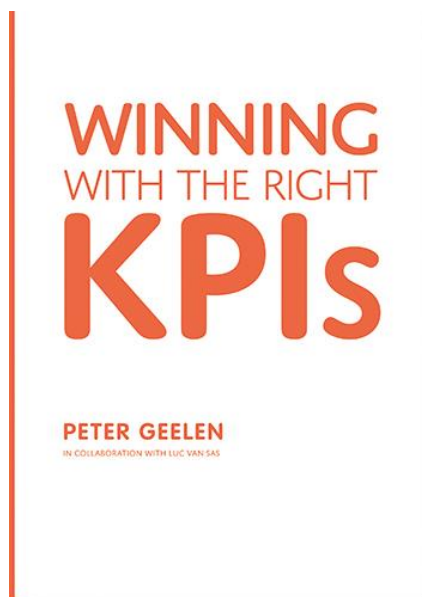


# SANTASADŌ

## Peter Geelen - Winning With the Rights KPIs

FINANCIAL MANAGEMENT | ORGANIZATIONS



From strategy to execution: how performance indicators can help.

A common pitfall for organizations is that they – albeit often unknowingly and with the best intentions – create barriers for a successful execution of their strategy by implementing conflicting Key Performance Indicators (or KPIs). This comes at the expense of customers and fixing the mistakes takes a lot of time, effort, and money. KPIs don't generate the desired performance improvement and the daily delusions continue to rule the organization. But working with KPIs can have a different result.

In *Winning With the Right KPIs*, iPM founder and former Performance Manager at Royal Philips Electronics, Peter Geelen shares practical insights to use KPIs effectively and describes an innovative approach that has been battle-tested and proven successfully in practice for more than 15 years. You learn how to set up KPIs that really do improve collaboration, customer value and customer service, and give you buttons you can truly press to realize the ambitions, goals, and dreams of your organization.

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- Full English translation available
- English and Dutch editions published by Management Impact



## ABOUT THE AUTHOR

Peter Geelen is the founder of the integral Performance Management® method. Peter worked on Performance Management for Philips and worked with and for Cor Boonstra, Jan Hommen, and Gerard Kleisterlee, among others. Peter wanted to break through island thinking in organizations at all costs, and he designed and developed the iPM method and perfected it over the last fifteen years into a successful method and consultancy agency iPM

Partners. Peter is the author of several books and many publications on Performance Management. He is a guest lecturer at Maastricht University, speaker, and sparring partner for management teams and organizations. He still cares about the results of his customers.

## RECOMMENDATIONS

'This book is a page-turner, and recognizable for organizations of all sizes. A must-read for every manager who wants to put ambition on paper but also truly wants to realize it. You will be guided step-by-step to learn how the organization can work in teams on real improvement.'

**Leonard Geluk**, Chairman of the Board of Directors of The Hague University of Applied Sciences

'This easy to read book is important for anyone who doesn't want to get caught up in the daily delusions and does not want to lose sight of the customer!'

**Rob Scholte**, former Executive Board and Board Member at Metro, Goodyear, Nestlé, and Unilever

'We have been working with iPM since 2010 and we have realized significant improvements in results in failure costs and lead times. Customer satisfaction has also increased significantly!'

**Piet van Loenhout**, Managing director of Berkvens door systems

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