Bibliography


Alexander Fink; Bernard Marr; Andreas Siebe; Jens-Peter Kuhle, (2005), “The future scorecard: combining external and internal scenarios”, Management Decision; 2005; 43, 3; pp 360-381.


Hughes, S., Caldwell, C., Paulson, K. and Rouse, P. (2005),”How Groups Produce Higher Quality Balanced Scorecard than Individuals”, Management Accounting Quarterly, Vol. 6, No. 4


Rampersad, Hubert K. 2006. ‘Self-Examination as the Road to Sustaining Employee Engagement and Personal Happiness,’ Performance Improvement, 45(8), 18-25.

Robert C Rickards, (2003), “Setting benchmarks and evaluating balanced scorecards with data envelopment”, Benchmarking; 2003; 10, 3; ’pp 226-245


