The Project Management Scorecard (Improving Human Performance)

By Jack J. Phillips, Timothy W. Bothell, G. Lynne Snead

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Return on Investment (ROI) remains one of the most challenging and intriguing issues facing human resource development and performance improvement professionals. Drawing on their expertise in developing and implementing ROI programs in human performance and training, Jack J. Phillips, Ph.D., Timothy W. Bothell and G. Lynn Snead demonstrate how you can effectively apply ROI to project management.

Today, almost every industry requires employees to manage multiple projects with competing priorities, critical deadlines, and unexpected interruptions—rendering everyone a project manager in some respect. Most employees feel the pressure of juggling any number of key projects simultaneously. Organizations have responded by investing large amounts of both time and money to improve project management, and most strive to justify the efforts and resources dedicated to improving this goal.

'The Project Management Scorecard' is a welcome relief for anyone managing a project or multiple projects, as well as the trainers, human resource development staff, or supervisors charged with measuring, evaluating, and managing project managers.

Project Management is one of the hottest topics in business management today, affecting nearly every individual in any organization across the globe. Let three HRD experts show you how to apply the hugely popular ROI process to the key organizational issue of successful project management including:

* Project management issues and challenges
* Measuring reaction and satisfaction
* How to calculate and interpret ROI
* Capturing business impact data
* Measuring skill and knowledge changes during the project
* Monitoring the true costs of the project solution
* Converting business measure to monetary values

* Forecasting ROI

The authors' step-by-step approach allows you to begin the ROI process immediately. Start measuring the success of your project management results today.

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Editorial Review

Review
"Project Management continues to be a critical function in organizations. Almost any new product, service, system, or technology must be introduced and implemented through a formal project management process. Until now, there has been no book that focuses on how to measure the success of project management solutions. With this new publication, Jack, Tim and Lynne provide the answers to critical questions about project management measurement. Using six types of data, including the actual ROI, this book simplifies the measurement process and provides credible data needed for the senior management team. It should be a valuable reference for every project manager." - Dr. Stephen R. Covey, author, 'The 7 Habits of Highly Effective People'

"'The Project Management Scorecard' is a valuable tool to support project success. With these tools we can improve management of the triple constraints and stakeholder needs during the project, and the project's long term business impact." - Nancy Foltz, Administrator, Learning and Development Division, Michigan Department of Transportation

"'The Project Management Scorecard' is a book that is long overdue. The authors have provided an easy method of setting up and measuring the success of projects. The methodology provided by the authors is presented in a sequence of events that can and should be applied by everyone that is considering managing a project. They have taken a process that can be very confusing and onerous and have presented it in a simplified manner." - Sam Morales, Chief Information Officer, Vice President of IT, Alaska Communications Systems

From the Publisher
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About the Author

Jack J. Phillips, PhD, is a world-renowned expert on measurement and evaluation and chair of the ROI Institute, Inc., which provides consulting services, workshops and keynote addresses for Fortune 500 companies and major organizations around the world. He developed the ROI MethodologyT, a revolutionary process that provides bottom-line figures and accountability for all types of training, performance improvement, human resources and technology programs and is used worldwide by corporations, governments and non-profit organizations. His expertise in measurement and evaluation is based on nearly thirty years of corporate experience in five industries. He has served as training and development manager at two Fortune 500 firms, senior HR officer at two firms, president of a regional federal savings bank, and management professor at a major state university. Phillips is the author or editor of more than 30 books and more than 100 articles.

As Director of the Impact Analysis team at Franklin Covey's Center for Research and Assessment, Dr. Timothy Bothell provides consulting services for Fortune 500 companies and facilitates measurement workshops at conferences, public institutions, and private facilities around the world.His expertise in measurement and evaluation is based on nearly 10 years experience with educational institutions and corporate clients in a variety of industries. He is the co-developer of the Franklin-Covey Impact Analysis System, and has revolutionized the process for measuring the impact of training programs with this simple yet effective system. The Franklin-Covey Center for Research and Assessment is an international consulting practice that provides comprehensive assessment, measurement, and evaluation services for organizations in the global business arena. He has a master's degree in technical education and a Ph.D. in instructional psychology from Brigham Young University. He lives in Salt Lake City, Utah.

Currently a consultant, Snead was the Vice President of the Franklin-Covey Project Management Solutions Group, specializing in project and workload management training and consulting. Lynne is the program author and developer of three Franklin-Covey Project Management training programs taught worldwide. Prior to joining Franklin-Covey in 1988, Lynne served as Project Manager for a computer engineering company specializing in the design and manufacture of custom communications products. She is the author of To Do, Doing, Done: A Creative Approach to Project Management and Effectively Finishing What Matters Most (Simon and Schuster, 1989) She helped design Frankling Covey's On Target 2.0, a Franklin-Covey project management software program. In addition to her work with Franklin Covey, Lynne is on the board of director for the Innovation network, a consulting practice focusing on innovation and creativity in business. She also has taught learning skills at the University of Utah.

Users Review

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