



# Innovative Corporate Performance Management: Five Key Principles to Accelerate Results

By Bob Paladino

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**Award-winning strategies to drive game changing meaningful results during the most challenging economy in decades**

Drawing from executive and thought leader Bob Paladino's research and advisory experiences and collaboration with award-winning and high-performing organizations, this sequel his global best seller *Innovative Corporate Performance Management: Five Key Principles to Accelerate Results* provides a clear road map for executing enterprise strategy.

- Reveals a proven implementation model that has accelerated breakthrough results
- Shares over 40 new, innovative best practices common to Malcolm Baldrige, Balanced Scorecard Hall of Fame, Sterling quality, Fortune 100 Best, APQC, and Forbes award winners
- Provides a CPM Process Blueprint and diagnostic to score your organization and establish a plan for your award winning performance
- Offers a fresh approach to integrating proven methodologies proven by case companies that have been awarded over 100 awards
- Includes key process maps, strategic planning frameworks, strategy maps, customer and competitor intelligence methods, balanced scorecards, comparative tables, project plans, testimonials, charts, graphs, and screen shots of CPM, CRM, BSC and KM systems

All-new case studies and best practice research are included from world-renowned enterprises as well as insights from executives who have won the most globally recognized awards in business.

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**Innovative Corporate Performance Management: Five Key Principles to Accelerate Results** By Bob Paladino **Bibliography**

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### Editorial Review

From the Inside Flap

What do award-winning companies know about innovative corporate performance management (CPM) that eludes most of today's executives? How do they organize and conduct themselves to achieve outsized results during the worst recession ever? Learn the secrets to executing strategy effectively in Bob Paladino's *Innovative Corporate Performance Management*. The case companies in this book have amassed over 175 prestigious awards and share over 160 CPM best practices—it's time to add your company's name to the list.

A global CEO survey reveals the difficulties executives face in trying to keep up with rapid global change. So, what are the core processes and best practices that award-winning commercial, public, and nonprofit enterprises leverage to manage this gap?

From the author of *Five Key Principles of Corporate Performance Management*—the #1, bestselling CPM book for three years running—this dynamic book offers insights from business leaders who have won the most globally recognized awards in business, as well as:

- Five Key Principles self-scoring diagnostics
- Key strategic frameworks
- Managerial models
- Strategic planning methods
- Strategy maps
- Balanced scorecards
- Customer surveying and competitive intelligence methods
- Process models
- Communications plans
- Quality improvement tools

Discover what winners of honors like the Malcolm Baldrige, State Baldrige/Quality, Fortune 100 Best, APQC, and Balanced Scorecard Hall of Fame awards already know. Get the techniques and innovative best practices that will set your business apart from the rest of the pack. Brimming with numerous case studies and research from world renowned and revered enterprises, *Innovative Corporate Performance Management* presents you with the clear road map you need to execute enterprise strategy that works.

From the Back Cover

**Praise for *Innovative Corporate Performance Management*, sequel to bestselling *Five Key Principles of Corporate Performance Management***

"Paladino offers practical insights, drawn from best-practice examples, on how a CPM office helps organizations successfully execute their strategies."

—**Dr. Robert S. Kaplan**, Harvard Business School; co-inventor of the Strategy Focused Organization, Balanced Scorecard, and Activity Based Management

"An excellent extrapolation of the Kaplan and Norton strategy management framework. The case studies are the jewels that provide the secret to success."

—**Dr. David P. Norton**, co-inventor of the Strategy Focused organization and Balanced Scorecard; founder

and Director, Palladium Group, Inc.

"Bob has a wealth of knowledge and experience that he shares, both personally and professionally through his books. We have just begun implementing his five principles of corporate performance management and already our results have been outstanding. Bob's approach and methodology work in all types of organizations and situations. His approach focuses on getting results and improving organizational performance. In a relatively short period of time, we have experienced both."

—**Francine Padgett**, Senior Vice President and CFO, MidMichigan Health, and Greg Rogers, President and CEO, MidMichigan Medical Center–Midland

"What I find most fascinating regarding Bob Paladino's work is his ability to transcend both the public and private sectors. His vast knowledge of both for-profit and nonprofit organizations enables him to find those best practices that work in both. His latest book is laced with so many gems the book needs a dedicated space on every CEO's desk!"

—**Gary Butler**, Assistant Chief Scout Executive, Boy Scouts of America

"As the economy recovers from the Great Recession, the 'new normal' business environment requires that executive management rethink their organization's business model and how it will produce high-performance results. Drawing on his vast practical experience and case studies of award-winning companies, Bob Paladino provides new insights on his key principles of corporate performance management (CPM) that have produced differentiating results. This is a must-read for any executive management team striving for high performance in the 'new normal' global economy."

—**William G. Shenkir**, William Stamps Farish Professor Emeritus and former dean, McIntire School of Commerce, University of Virginia

"Companies that can successfully manage change will succeed and prosper. As a business leader, I am keenly interested in tools that help mitigate risk of strategic execution. By providing the pragmatic insights from his case studies and the abundance of best practices, Bob once again gives business leaders that tool to both manage execution risk and accelerate improved results."

—**Bill Arendt**, former corporate controller, Sprint Nextel

#### About the Author

**Bob Paladino**, founder of Bob Paladino & Associates, LLC, ([www.paladinoassociates.com](http://www.paladinoassociates.com)) is a former executive and longtime thought leader and implementation practitioner in the CPM field. His firm advises boards of directors and executives and offers a full suite of CPM services for rapidly implementing and integrating proven best practices to drive breakthrough results. He contributes to leading research projects at several institutes and has established dozens of CPM offices and core processes for leading companies. He is a highly sought-after speaker for industry and trade events and executive roundtables with experience in over sixty cities globally. Author's royalties are donated to the United Flight 93 Tower of Voices national memorial, as well as to Salute America's Heroes, an organization dedicated to providing aid to wounded and disabled military veterans and their families.

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