



The Human Resources Scorecard (Improving Human Performance)

Jack J. Phillips, Ron Stone, Patricia Phillips

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'The Human Resources Scorecard: measuring the return on investment' is the first book to provide a comprehensive, step-by-step process for measuring return on investment in human resources programs. Based on the classic ROI definition of earnings divided by investment, the ROI Process developed 20 years ago by co-author Jack J Phillips aids managers in determining and improving the bottom-line impact that human resource programs have on an organization. The ROI Process provides six additional measures in the form of a scorecard to track and monitor the total impact of the human resource programs.

'The Human Resources Scorecard' is essential for human resource executives, professionals, CEOs, CFOs, consultants, professors and other managers concerned with their businesses' bottom lines.

Jack J. Phillips, Ph.D. is a renowned expert of measurement and evaluation. He provides consulting services for Fortune 500 companies and workshops for major conference providers throughout the world. He is also an author or editor of more than 20 books and 100 articles.

Ron D. Stone is vice president and chief consulting officer for Performance Resources Organization. He is also director of the company's consulting practices in measurement and accountability. He has published numerous articles on the subject of ROI.

Patricia Pulliam Phillips is chairman and CEO of the Chelsea Group, a consulting and publishing organization that focuses on accountability issues in organizations. She works with organizations to implement measurement and evaluation processes.

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