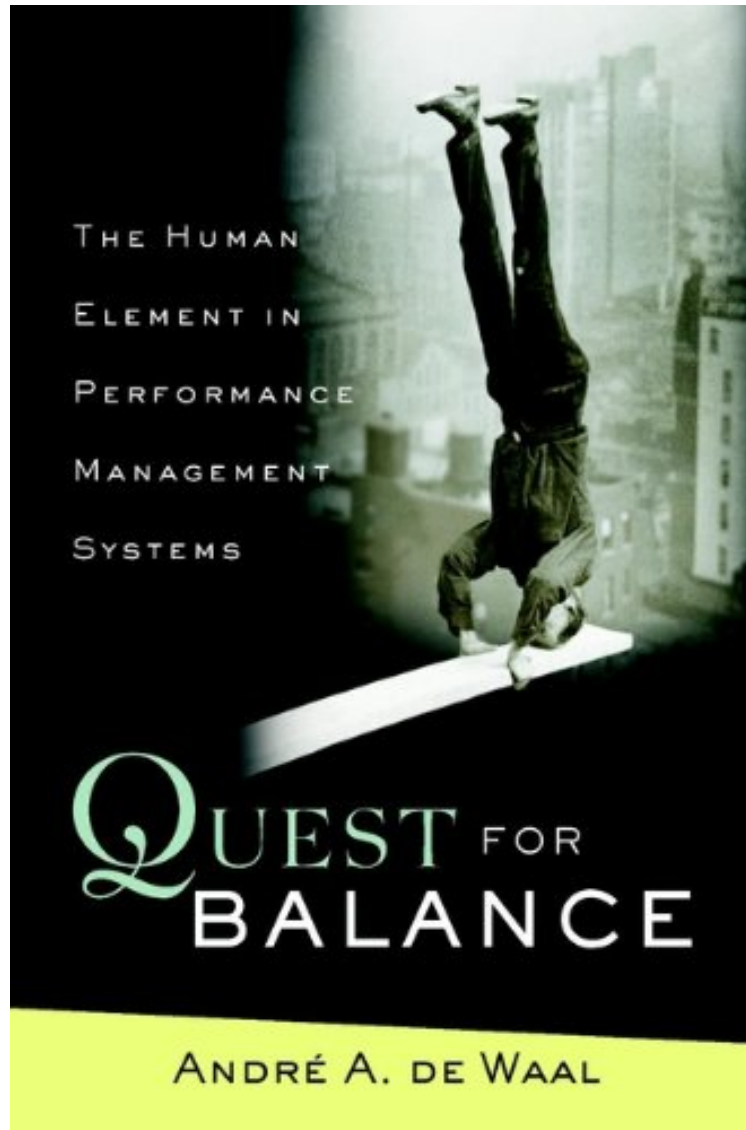


## Quest for Balance: The Human Element in Performance Management Systems

*Andreacute; A. de Waal*  
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Explains the competencies a manager must possess in order to use a balanced scorecard. \* Features case studies of corporations who have successfully used the human element when implementing the balanced scorecard as a PMS.