

The Leadership-Driven Method (LDM) to Performance Measurement: The How-to Book on Improving Performance Measurement in the Public and Not-For-Profit Sectors

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The thorough and precise business book The Leadership-Driven Method (LDM) to Performance Measurement details diagnostic tools for enhancing performance measurement at the organizational level.

For those doing both public sector and not-for-profit work, Bryan Shane and Patricia Lafferty's business guide *The Leadership-Driven Method (LDM) to Performance Measurement* shares tools and techniques for acquiring the feedback that's necessary for making sound, strategic decisions.

The Leadership-Driven Method (LDM) was designed to establish a robust performance measurement system; this work that explains it is organized into implementation phases in order to ensure a smooth process. The phases include planning, improving performance measures, offering guidelines for data collection, and reporting and evaluation of information. There are also instructions for adjusting the measurement system to meet a specific organization's needs.

The book includes other diagnostic tools, like detailed questionnaires, for identifying and assessing issues such as the quality of performance measurement information, which could affect the success of performance measurement practices. Questionnaires are also provided for other complementary diagnostic tools, as with one to help establish performance measurement within an organization's wider context, and one to help when it comes to understanding issues with organizational functions, like communication and staffing. Their questions are helpfully straightforward and specific, though one questionnaire example, for The Governance Diagnostic Window (GDW), is omitted in order to refer the audience to another book. Informational and process diagrams further illuminate topics like the book's performance measurement principles and strategies, while key facts are separated from the main text via colorful, conspicuous sidebars.

A comprehensive case study shows how a large, public-sector contracting and asset management organization applied the Leadership-Driven Method to its performance measurements, collecting and analyzing information. That knowledge was then used to guide the organization's management in making strategic decisions. Additional examples dominate the book's second portion, showing how the LDM is used in other organizational functions, too, including procurement, training and development, and project measurement.

The book's accessible, topic-suitable language is calibrated for its audience of consultants, professionals, and people in upper and middle management. It remains focused on its purpose throughout; even the sections that diverge to explain diagnostic tools, or to cover examples of the information in use, are all relevant to its ultimate aims. Its sections are ably linked by its consistent focus on step-by-step explanations.

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EDITH WAIRIMU (January 24, 2022)

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