



BIBLIOGRAPHY

- 2GC Active Management. 2020. "2019 Survey." *2GC Active Management*, 2GC Active Management, 22 May 2020, 2gc.eu/resources/survey-reports/2019-survey.
- Andrews, Kenneth Richmond. 1971. *The Concept Of Corporate Strategy*. Dow-Jones-Irwin.
- Atkinson, Anthony A., et al. 2012. *Management Accounting: Information for Decision-Making and Strategy Execution*. Pearson.
- B, Bora, et al. 2017. "Crafting Strategic Objectives: Examining the Role of Business Vision and Mission Statements." *Journal of Entrepreneurship & Organization Management*, vol. 06, no. 01, 2017, doi:10.4172/2169-026x.1000205.
- Drucker, Peter F. 1966. *The Effective Executive: the Definitive Guide to Getting the Right Things Done*. HarperBusiness, an Imprint of HarperCollinsPublishers, 2017.
- Economist Intelligence Unit. 2004. *Strategy execution: achieving operational excellence*. London: Economist Intelligence Unit.
- Erickson, Charlotte, and Alfred D. Chandler. 1963. "Strategy and Structure: Chapters in the History of Industrial Enterprise." *Economica*, vol. 30, no. 120, 1963, p. 438., doi:10.2307/2550822.
- Friesl, Martin, and Raphael Silberzahn. 2012. "Challenges in Establishing Global Collaboration: Temporal, Strategic and Operational Decoupling." *Long Range Planning*, vol. 45, no. 2-3, 2012, pp. 160–181., doi:10.1016/j.lrp.2011.11.004.
- Išoraitė, M. and Mykolas Romeris. 2008. The Balanced Scorecard Method : From Theory To Practice. *Intellectual Economics 2008, No. 1(3)*, p. 18–28.
- Madsen, Dag and Tonny Steinheim. 2015. The Balanced Scorecard: A Review of Five Research Areas. *American Journal of Management*, 15. 24-41.
- Kaplan, Robert S., and David P. Norton. 2004. *Converting Intangible Assets into Tangible Outcomes*. Harvard Business School.
- Kaplan, Robert S., and David P. Norton. 2008. "Mastering the Management System." *Harvard Business Review*, 1 Aug. 2014, hbr.org/2008/01/mastering-the-management-system.
- Kaplan, Robert S., and David P. Norton. 1993. "Putting the Balanced Scorecard to Work." *Harvard Business Review*, 16 July 2015, hbr.org/1993/09/putting-the-balanced-scorecard-to-work.
- Kaplan, Robert S., and David P. Norton. 1992. "The Balanced Scorecard-Measures That Drive Performance." *Harvard Business Review*, 1 Aug. 2014, hbr.org/1992/01/the-balanced-scorecard-measures-that-drive-performance-2.
- Kaplan, Robert S., and David P. Norton. 1996. *The Balanced Scorecard: Translating Strategy into Action*. Harvard Business School Press.
- Kenton, Will. 2020. "Reading Financial Performance." *Investopedia*, Investopedia, 12 Mar. 2020, www.investopedia.com/terms/f/financialperformance.asp.
- Lawrie, Gavin, and Ian Cobbolt. 2004. "Third-Generation Balanced Scorecard: Evolution of an Effective Strategic Control Tool." *International Journal of Productivity and Performance Management*, vol. 53, no. 7, 2004, pp. 611–623., doi:10.1108/17410400410561231.
- MacLennan, Alex. 2011. *Strategy Execution: Translating Strategy into Action in Complex Organizations*. Routledge.



- Malmi, Teemu. 2001. "Balanced Scorecards in Finnish Companies: A Research Note." *Management Accounting Research*, vol. 12, no. 2, 2001, pp. 207–220., doi:10.1006/mare.2000.0154.
- Mintzberg, Henry. 1987. "The Strategy Concept I: Five Ps for Strategy." *California Management Review*, vol. 30, no. 1, 1987, pp. 11–24., doi:10.2307/41165263.
- Moulin, Max. 2002. *Delivering Excellence in Health and Social Care*. Open University Press.
- Moullin, Max. 2007. "Performance Measurement Definitions." *International Journal of Health Care Quality Assurance*, vol. 20, no. 3, 2007, pp. 181–183., doi:10.1108/09526860710743327.
- Neely, Andy. 1999. "The Performance Measurement Revolution: Why Now and What next?" *International Journal of Operations & Production Management*, vol. 19, no. 2, 1999, pp. 205–228., doi:10.1108/01443579910247437.
- Neely, A. D., et al. 2002. *The Performance Prism: the Scorecard for Measuring and Managing Stakeholder Relationships*. Prentice Hall Financial Times.
- Niven, P. R. 2006. *Balanced Scorecard Step-by-Step: Maximizing Performance and Maintaining Results*. John Wiley & Sons.
- Pierre Leconte Consultant & Swing Dancer. "15 Examples Of Non-Financial Performance Measures To Track." *ClearPoint Strategy*, 14 Apr. 2020, www.clearpointstrategy.com/nonfinancial-performance-measures/#:~:text=Non-financial KPIs are not,financial KPIs are lagging measures.
- Quesado, Patrícia, et al. 2018. "Advantages and Contributions in the Balanced Scorecard Implementation." *Intangible Capital*, vol. 14, no. 1, 2018, p. 186., doi:10.3926/ic.1110.
- Rachel Smith Consultant & Trader Joe's Loyalist. "20 Companies Using The Balanced Scorecard (& Why)." *ClearPoint Strategy*, 11 Feb. 2020, www.clearpointstrategy.com/companies-using-the-balanced-scorecard/.
- Rautiainen, Antti Ilmari. 2009. "The Interrelations of Decision-Making Rationales around BSC Adoptions in Finnish Municipalities." *International Journal of Productivity and Performance Management*, vol. 58, no. 8, 2009, pp. 787–802., doi:10.1108/17410400911000417.
- Rigby, Darrell, and Barbara Bilodeau. 2013. "Management Tools & Trends 2013." *Bain*, 30 May 2018, www.bain.com/insights/management-tools-and-trends-2013/.
- Ryan, Liz. 2014. "If You Can't Measure It, You Can't Manage It': Not True." *Forbes*, Forbes Magazine, 10 Feb. 2014, www.forbes.com/sites/lizryan/2014/02/10/if-you-can-t-measure-it-you-can-t-manage-it-is-bs/#4e90bf27b8b3.
- Savage, Charles M., and Charles M. Savage. 1996. *Fifth Generation Management: Co-Creating through Virtual Enterprising, Dynamic Teaming, and Knowledge Networking*. Butterworth-Heinemann.
- Sekaran, Uma, and Roger J. Bougie. 2016. *Research Methods For Business: A Skill Building Approach Seventh Edition*. John Wiley & Sons.
- Shah, Amit, et al. 2019. "Strategic Objectives and Levels of Strategy." *Principles of Management*, OpenStax, 20 Mar. 2019, opentextbc.ca/principlesofmanagementopenstax/chapter/strategic-objectives-and-levels-of-strategy/#:~:text=Strategic objectives are the big,share for the company's product.



UNIVERSITAS
GADJAH MADA

BALANCED-SCORECARD IMPLEMENTATION IN AUTOMOBILE REPAIR SHOP: CASE OF SERVICE
AND REPAIR DIVISION OF

HONDA ANUGERAH SEJAHTERA

GAHARU ADHI PUTRI, Ertambang Nahartyo, Dr., M.Sc., CMA., Ak., CA.

Universitas Gadjah Mada, 2020 | Diunduh dari <http://etd.repository.ugm.ac.id/>

- Steele, Michael Mankins and Richard. 2005. "Turning Great Strategy into Great Performance." *Harvard Business Review*, 15 Sept. 2015, hbr.org/2005/07/turning-great-strategy-into-great-performance.
- "Strategic." *Merriam-Webster*, Merriam-Webster, www.merriam-webster.com/dictionary/strategic.
- Van den Heuvel, H and Broekman, L. 1998. Wolf in schaapskleren 2. Scorecard nader gebalanceerd. *Personnelbeleid*, 34, p. 23–26.
- Verweire, Kurt. 2014. *Strategy Implementation*. Routledge.
- Yin, Robert K. 2018. *Case Study Research and Applications: Design and Methods*. SAGE