

Advantages and Disadvantages Performance Measurement Systems

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I have analyzed four common performance measurement systems based on the recommendations of ISO 9004: 2018. I highlighted their strengths and weaknesses, and clarified the terminology used in Russian literature when translating the concept of Performance Measurement. The analysis allowed me to trace the evolution of these systems and establish that each of them brought innovative ideas and eliminated the weaknesses of its predecessors. At the same time, the considered systems include drawbacks.

Common weaknesses were their unsuitability for benchmarking and the lack of clear guidelines for practical use. Additional studies are required. They will evaluate the effectiveness of the developed systems, as organizations will begin to use them only if they are convinced of commercial success.

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