

RICHARD LYNCH: BIBLIOGRAPHY

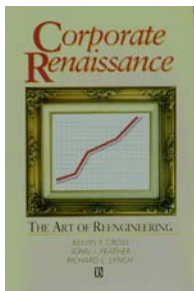
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BOOKS



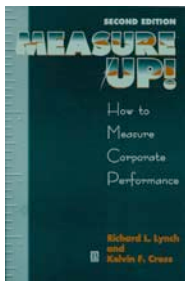
The Capable Company: *Building the capabilities that make strategy work*, Richard Lynch, John Diezemann and James Dowling (Blackwell, 2003)

"Building, adapting and shedding capabilities is the key to taking vision to action. Capable Company provides leaders with a disciplined process for strategy execution - one that is focused, aligned and actionable." -- Kenneth D. Tuchman, Chairman and CEO of Teletech, Inc.



Corporate Renaissance: *The Art of Reengineering*, Richard L. Lynch, Kelvin F. Cross and John Feather (Blackwell Business, Cambridge, Massachusetts, Spring, 1994)

"Built on strong conceptual base and rich in practical advice" --Hans Duenzi
BMW of N. America



Measure Up! *How to Measure Corporate Performance*, Richard L. Lynch and Kelvin F. Cross (Blackwell Business, Cambridge, Massachusetts; second ed. 1995)

"Measure Up is one of those rare books that you should buy for your boss and your boss's boss" – Association of Manufacturing Excellence

"The first of its kind and probably one of the best" – Management Accounting



Contributing author to **The Change Champion's Field Guide: Strategies and Tools for Leading Change in your Organization**, (Best Practice Publications, 2003).

"Putting action into leadership development" with James Dowling

ARTICLES

High Performance Organizations

“HR Role in the CEO Growth Agenda” with Donald L. Laurie (Human Resource Planning Journal, December 2007)

“Reinventing a Hotel Company: BPM as a driver for restructuring” with James W. Larson (BPM Connections Oct/Nov 2004)

“Competing in a Downturn.” with Dave Ulrich (Executive Excellence, February, 2002)

“Getting Beyond the Development Stage,” with James Dowling (Technology Evaluation.com Newsletter April 21, 2000)

Balanced Scorecard

“Why Most Balanced Scorecards are Subverted”, with James Dowling and Ben Spencer (Technology Evaluation.com Newsletter, April 28, 2000)

“The Fuzzy Logic Between Lead and Lag Indicators,” (Technology Evaluation.com Newsletter, April 25, 2000)

“Do Financial and Non-Financial Performance Measures Have to Agree” with, C.J. McNair and Kelvin F. Cross (Management Accounting, November, 1990)
Certificate of Merit

Leadership

“HR Role in the CEO Growth Agenda” with Donald L. Laurie (Human Resource Planning Journal, December 2007)

“Succession Planning: How to Build Talents Pools for Future Leadership” with James W. Larson (Linkage, October 2003)

“Five Questions HR Should Collaborate with Senior Execs to Answer” (HR.com, June 24, 2002)

BUSINESS PROCESS MANAGEMENT SERIES

