

LECTURE WEEK 4_2_WORKSHOP: Strategic Management Accounting Case

Please read the case study, Blue Hose Manufacturing, and be prepared to work with a small group of students on the following.

Imagine that you have joined the Blue Hose top management team to assist in the design of the firm's performance measurement system. As discussed by the consultant in the case, one of your primary objectives is to develop a balanced set of performance indicators assessing the firm from four different perspectives: customer, internal business, innovation and learning, and financial. Using the data provided in Table 1, develop at least four performance measures for each of the perspectives.