LIST OF TABLES

Table No.	Title of Table	Page No.
2.1	Desirable Characteristics of SCPMS	22
2.2	Evolution of PMS in an Organisational Context	23
2.3	List of Commonly Cited Performance Measurement Models	25
2.4	Comparison of Performance Measurement Frameworks	41
2.5	Summary of Selected Literature Survey, Reported Findings	48
	and Gaps Identified	
3.1	BSC Performance Objectives and Measures	66
3.2	List of Measures Used in the Study	67
3.3	The fundamental scale of absolute numbers	69
3.4	Tables for calculated Eigen Vectors (E.V.), C.I and CR	70
3.5	Paired Comparison Matrix for Level 1 Criteria	72
3.6	Standardised Matrix for Level 1 Criteria	72
3.7	Eigen Matrix for level 1 Criteria	73
3.8	Random Consistency Index Table	74
3.9	Aggregate Priority Vectors Including All Criteria	75
3.10	Overall Performance Index	76
3.11	Stakeholder Satisfaction and Stakeholder Contribution	79
3.12	Organisation's Needs and Wants from Stakeholders	79
	(Simplified List)	
3.13	Comparison Matrix of Organisation Needs and Wants	80
3.14	Weighting of Organisation's Needs and Wants	80
3.15	Priority Matrix and Eigen Vector for 'Trust'	81
3.16	Tabulation for Assessment of Stakeholder Value	81
4.1	List of Measures Used for Flexibility Measurement	92
4.2	Triangular Fuzzy Number of Linguistic Variables	93
4.3	Weights at Level 1 Criteria Evaluation	95
4.4	Screen Shots showing inputs for Level 2 criteria and	95
	Resultant Weighted Matrix	
4.5	Summary of Weights obtained	97

5.1	List of Input and Output Parameters	108
5.2	Data Set	109
5.3	Relative Efficiency Score	110
5.4	Weights Calculated	110
5.5	Improvements Possible	111
6.1	Taxonomy of Flexibility Performance Measures	121
6.2	Random Consistency Index Table	125
6.3	Eigen Matrix for Level 1 and Level 2 Criteria	126
6.4	Normalized Priority Matrix Showing Weighting of Flexibility Measures	128
6.5	Ranking of the Flexibility Performance Measures	132
7.1	Green Activities at SC Links	136
7.2	List of Measures Used	141
7.3	Comparison Matrix for Level 1 Criteria	143
7.4	Random Consistency Index Table	144
7.5	Tables for calculated Eigen Vectors (E.V.)	145
7.6	Aggregate Priority Vectors Including All Criteria	147
7.7	Overall Performance Score (OPS)	148
8.1	Summary of Maintenance Performance Systems	154
8.2	Data Set of Input and Output Values of DMUs under consideration	161
8.3	Relative Efficiency Score	161
8.4	Optimal Lambda Values	162
8.5	Target Inputs and Outputs	162
9.1	Industry Sector Profile of Survey Respondents	171
9.2	The objectives of the SCPMS as indicated by Survey	172
9.3	The Metrics and Groups Measured as part of SCPMS	179
9.4	KMO and Bartlett's Test	181
9.5	Total Variance Explained	182

9.6	Rotated Component Matrix	183
9.7	Component Transformation Matrix	184