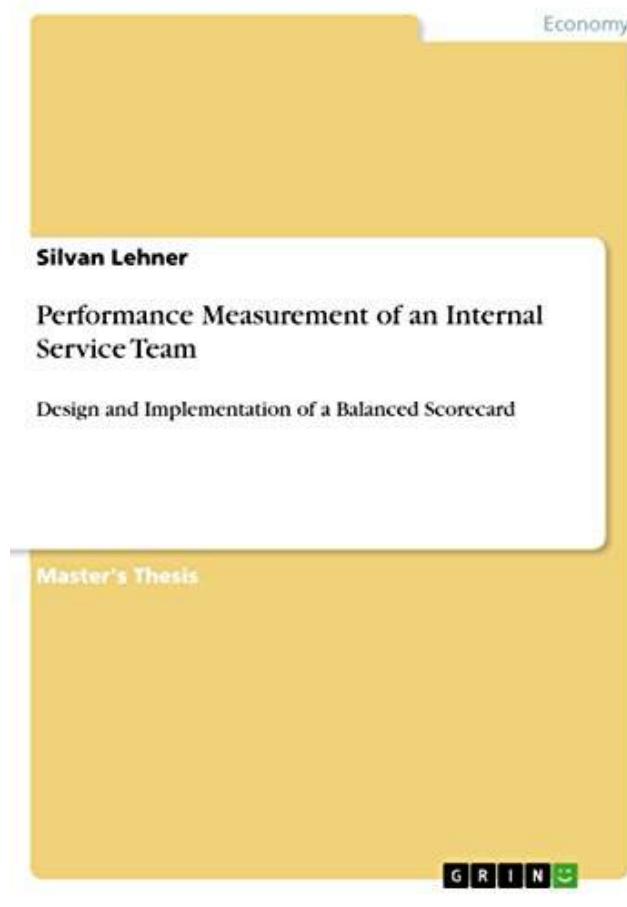


# Performance Measurement of an Internal Service Team: Design and Implementation of a Balanced Scorecard

By Silvan Lehner  
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