

# Hronec a web-based construction project performance monitoring system

[Business](#), [Industries](#)



Hronec(1993), define performance measures as the vital signs of the organization, which “ quantify how well the activities within a process or the outputs of a process achieve a specified goal”. Neely et al. went on to propose definitions of performance measurement, a performance measure and a performance measurement system. These were: Performance measurement can be defined as the process of quantifying the efficiency and effectiveness of a function.

“ A performance measure can be defined as a metric used to quantify the efficiency and/or effectiveness of a function.” A performance measurement system can be defined as the set of metrics used to quantify both the efficiency and effectiveness of actions.” Effective performance measures can let us know, how well we are doing, if we are meeting our goals, if our customers are satisfied, if our processes are in statistical control, and if and where improvements are necessary.

Cheung et al. (2004), developed a web-based construction project performance monitoring system to help project managers monitor and assess project performance. Performance measurements are objective quantitative indicators that are designed to track particular states of performance such as productivity, effectiveness, efficiency, customer satisfaction, quality and cost. Performance measurement is the regular collecting and reporting information about the inputs, efficiency (Takim et al, 2003). The measurement of organizational performance is different from the measurement of project performance (Lin and Shen, 2007). Neely et al. (2002)

defined performance measurement as the process of quantifying the efficiency and effectiveness of past action.

Bititci et al. (1997) describe performance management “ is seen as a closed loop control system which deploys policy and strategy, and obtain feedback from various levels in order to manage the performance of the system. Performance measurement in the construction industry tends to focus on partial performance at an activity or project level rather than the overall performance of the firm (Lin 2007).