

FINANCIAL PERFORMANCE MEASUREMENT

IN

SHOWA LEASING (M) SDN. BHD.

(A SERVICE BUSINESS)

A PROJECT PAPER SUBMITTED TO

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BY

NAME : MOHD NORIZAM BIN KURU

STUDENT :

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ABSTRACTS

Measuring performance, thus involves a lot of time, energy, personnel and money doing research work. The result as we can see today, effective and efficient management of resources has benefit most of the organisation especially the manufacturing sector.

Unfortunately, most of the research on performance measurement were mainly on manufacturing sector without much attention paid on the service sector. Therefore, management in the service business find it difficult to monitor the company progress without a reliable set of model for performance measurement.

In this project paper, a study on financial performance has been made but is limited to its scope only to Showa Leasing (M) Sdn. Bhd. (A Service Business).

This paper is classified into the following chapters.

Chapter One - Introduction under subheading scenario, discussion on the needs for performance measurement in the service business in general, followed by the company profile, objectives of study, methodology and the scope and limitations of this paper.

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