

## PERFORMANCE MEASUREMENT TOOLS IN BUSINESS PROCESS MANAGEMENT – A CONTEMPORARY APPROACH

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### **Abstract**

*This paper focuses on defining elements of the determinants of performance in contemporary society, according to: (a) the importance concept of "performance" and the history of this concept, (b) multidisciplinary approach to the concept of performance, (c) how to quantify performance, (d) performance, growth and competitiveness, and (e) the role of performance management in the organization. In our opinion, a key step in the exploration of potential strategies for any country interested in developing, in the near future, a strong real estate industry, in this particular matter, including, of course, Romania, is a thorough review of the current available research on real estate industry, without the intent of being in any way a limitative one.*

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