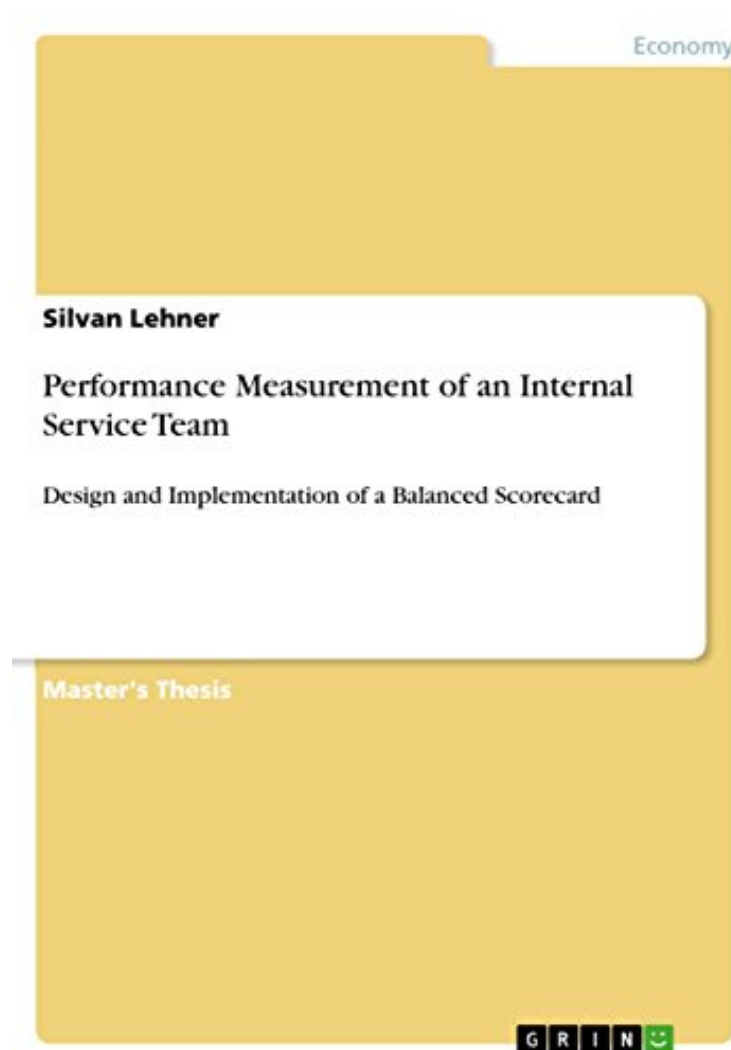


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developed the balanced scorecard framework, which has since become one of the most influential performance measurement systems available. This concept has been successfully adopted by various businesses to overcome the shortcomings of classical performance evaluation tools. This paper addresses the design and implementation of a balanced scorecard for an internal service organisation, whereby specific characteristics of the support team are analysed beforehand to develop a suitable performance measurement system.