



ALMA MATER STUDIORUM  
UNIVERSITÀ DI BOLOGNA  
SCUOLA DI ECONOMIA, MANAGEMENT E STATISTICA

## SEM Seminar

### “Measuring and reporting performance in service companies”

#### **3rd May 2016**

1-2.30 pm - Meeting Room

3-5 pm - Venue Alberti 2

*From financial to multidimensional performance  
measurement*

Harri Laihonen

#### **5th May 2016**

1-3 pm - Venue Angherà 2

*Distinctive features of service performance  
measurement*

Harri Laihonen

#### **6th May 2016**

9-11 am - Venue Angherà 2

*Measuring performance of a Service System -  
from organizations to customer - perceived  
performance*

Harri Laihonen

#### **19th May 2016**

1-3 pm - Venue Alberti 1

*Assessing and reporting company performance*

Federica Salvatori

#### **20th May 2016**

9-11 am - Venue Alberti 5

*Risk management and disclosure*

Federica Salvatori

For more information, please contact:  
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