

# Die Top 10 der Managementinstrumente über die Zeit

1993	2000	2008	2010
<ul style="list-style-type: none"> <li>Mission &amp; Vision Statements (88%)</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Planning* (76%)</li> </ul>	<ul style="list-style-type: none"> <li>Benchmarking (76%)</li> </ul>	<ul style="list-style-type: none"> <li>Benchmarking (67%)</li> </ul>
<ul style="list-style-type: none"> <li>Customer Satisfaction (86%)</li> </ul>	<ul style="list-style-type: none"> <li>Mission &amp; Vision Statements (70%)</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Planning* (67%)</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Planning* (65%)</li> </ul>
<ul style="list-style-type: none"> <li>Total Quality Management (72%)</li> </ul>	<ul style="list-style-type: none"> <li>Benchmarking (69%)</li> </ul>	<ul style="list-style-type: none"> <li>Mission and Vision Statements (65%)</li> </ul>	<ul style="list-style-type: none"> <li>Mission and Vision Statements (63%)</li> </ul>
<ul style="list-style-type: none"> <li>Competitor Profiling (71%)</li> </ul>	<ul style="list-style-type: none"> <li>Outsourcing** (63%)</li> </ul>	<ul style="list-style-type: none"> <li>CRM*** (63%)</li> </ul>	<ul style="list-style-type: none"> <li>CRM*** (58%)</li> </ul>
<ul style="list-style-type: none"> <li>Benchmarking (70%)</li> </ul>	<ul style="list-style-type: none"> <li>Customer Satisfaction (60%)</li> </ul>	<ul style="list-style-type: none"> <li>Outsourcing** (63%)</li> </ul>	<ul style="list-style-type: none"> <li>Outsourcing** (55%)</li> </ul>
<ul style="list-style-type: none"> <li>Pay-for-Performance (70%)</li> </ul>	<ul style="list-style-type: none"> <li>Growth Strategies* (55%)</li> </ul>	<ul style="list-style-type: none"> <li>Balanced Scorecard (53%)</li> </ul>	<ul style="list-style-type: none"> <li>Balanced Scorecard (47%)</li> </ul>
<ul style="list-style-type: none"> <li>Reengineering (67%)</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Alliances (53%)</li> </ul>	<ul style="list-style-type: none"> <li>Customer Segmentation (53%)</li> </ul>	<ul style="list-style-type: none"> <li>Change Management Programs**** (46%)</li> </ul>
<ul style="list-style-type: none"> <li>Strategic Alliances (62%)</li> </ul>	<ul style="list-style-type: none"> <li>Pay-for-Performance (52%)</li> </ul>	<ul style="list-style-type: none"> <li>Business Process Reengineering (50%)</li> </ul>	<ul style="list-style-type: none"> <li>Core Competencies (46%)</li> </ul>
<ul style="list-style-type: none"> <li>Cycle Time Reduction (55%)</li> </ul>	<ul style="list-style-type: none"> <li>Customer Segmentation (51%)</li> </ul>	<ul style="list-style-type: none"> <li>Core Competencies (48%)</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Alliances (45%)</li> </ul>
<ul style="list-style-type: none"> <li>Self-Directed Teams (55%)</li> </ul>	<ul style="list-style-type: none"> <li>Core Competencies (48%)</li> </ul>	<ul style="list-style-type: none"> <li>Mergers &amp; Acquisitions (46%)</li> </ul>	<ul style="list-style-type: none"> <li>Customer Segmentation (42%)</li> </ul>

\*1996 ergänzt, \*\*1998 ergänzt, \*\*\*2000 ergänzt, \*\*\*\*2010 ergänzt

Quelle: Bain & Company