

MEMORANDUM

To: *Self-Paced Financial Statement Analysis Training and Certification* Customers
From: Sheshunoff Information Services
Subject: Highlights

Enclosed is your latest update of *Self-Paced Financial Statement Analysis Training and Certification*. This manual has been revised so that it contains the information most relevant to today's requirements. We've made it easy for you to find the things you most need to know regarding the complex compliance issues that effect financial institutions.

Chapter 7 has been updated to include a lengthy new section on performance measurement. It includes sections that cover the following topics:

- **An overview of new models in performance measurement**
- **Applicability to lenders of new performance measurement models**
- **Introduction to performance measurement systems**
- **Overview of “the Balanced Scorecard”**
- **The balanced scorecard model**
- **Developing key performance indicators**
- **An examination of financial, customer and business process measurements**
- **A closer look at learning and growth (employee) measurements**
- **Implementing a performance measurement system**
- **Activity-based costing (ABC) – a companion to the balanced scorecard**