# TABLE OF CONTENTS

Preface

Acknowledgements

Chapter 1. Performance Management

Chapter 2. LubeOil: Shaping Business Today and in the Future

Chapter 3. HomeHealth: Delivering Activity-Based Costing

Chapter 4. SuperDraft: Activity-Based Costing/Management and Customer Profitability

Chapter 5. Canaraus: Performance Management: The New Ammunition for Armed Forces

Chapter 6. Standard Loan: Interest in Activity-Based Costing Rates High

Chapter 7. Sierra Trucks: Trucking along with Activity-Based Cost/Management

Chapter 8. Sierra Trucks: Implementing Real Activity-Based Budgeting

Chapter 9. Wendals Foods: Managing Customer Profitability with Activity-Based Costing

Information

Chapter 10. Veri Glass: See Clearly with Activity-Based Costing?

Chapter 11. ABC Airways: Implementation Lands Millions in Process Improvement Savings

Chapter 12. Quality Foods: Mixing in Activity-Based Costing/Management for Greater Profitability

Chapter 13. Power & Light: Gets A Charge Out of Activity-Based Costing/Management

Chapter 14. OBOK Food Company: Right Ingredients Cook Up Savings

Chapter 15. Veterans Benefits: Discovering the cost of Doing Business Using Activity-Based Costing

Final Thoughts

Resources

Glossary

Index