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action items, processes and technology. See Proving the Value of HR: How and Why to Measure ROI by Jack J. Phillips, Ph.D. and Patricia Pulliam Phillips,

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The ROI Process, and the Jack Phillips Center for (1994). In Action: Measuring Return On Investment, Measuring Return on Investment, Volume 1, Jack J http://www.fasset.org.za/downloads/SDF4_ROI_Training.doc

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Patricia Pulliam Phillips is the author of The Value of Learning (4.20 avg rating, 5 ratings, 0 reviews, published 2007), Roi in Action Casebook (4.67 av http://www.goodreads.com/author/show/129277.Patricia_Pulliam_Phillips

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