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## Turnaround Strategies for Customer Centric Operations: Turn-By-Turn Directions on the Path to Recovery (Paperback)

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By Jack Skinner

Italics Publishing, United States, 2016. Paperback. Condition: New. Language: English. Brand new Book. Management, Operations, Total Quality Management Newly released third edition, with charts and graphs in high resolution Turnaround Strategies for Customer Centric Operations is a turn-by-turn guide for leaders who endeavor in operational restructuring of underperforming organizations. The proposed approaches and suggested strategies, tactics, and methodologies are customer-centric, data-driven, and quality-oriented. This book brings a very structured approach to an otherwise overwhelmingly complex challenge: operational turnaround. The approach presented is structured strategy: a simple, organized, results-oriented recovery plan, together with decisive, superior execution of such plan, can increase dramatically the chances for a successful and stable operational turnaround and the undeterred progress towards profitability and growth. Essentially a leadership and management science book that reads like a novel and brings easy-to-use tools for transformational leaders regardless of industry, Turnaround Strategies is a handbook for total quality management in distressed operations.



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