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EMPLOYEES FIRST, CUSTOMERS SECOND: TURNING CONVENTIONAL MANAGEMENT UPSIDE DOWN



Harvard Business Review Press. Hardback. Book Condition: new. BRAND NEW, Employees First, Customers Second: Turning Conventional Management Upside Down, Vineet Nayar, MORE THAN 100,000 COPIES SOLD One small idea can ignite a revolution just as a single matchstick can start a fire. One such idea--putting employees first and customers second--sparked a revolution at HCL Technologies, the IT services giant. In this candid and personal account, Vineet Nayar--HCLT's celebrated CEO--recounts how he defied the conventional wisdom that companies must put customers...

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- Authored by Vineet Nayar
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