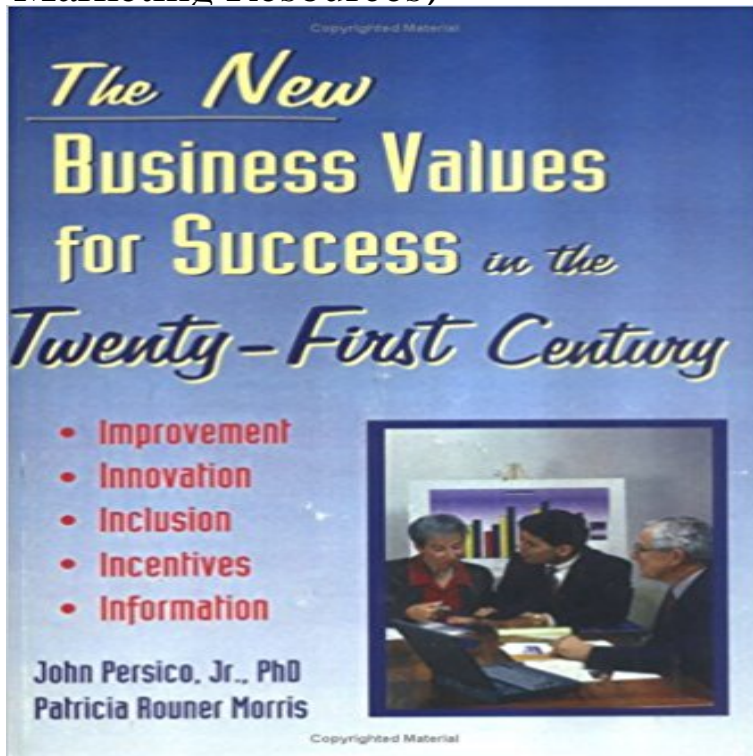


## The New Business Values for Success in the Twenty-First Century: Improvement, Innovation, Inclusion, Incentives, Information (Haworth Marketing Resources)



Shake off the cobwebs of antiquated business values and learn how new business values have placed compassion, openness, and cooperation at the roots of quality business management. The New Business Values for Success in the Twenty-First Century will help you change the way you think about business by showing you a collection of effective ideas and methods that are sure to bring success to your organization. This handy guidebook takes you step by step through the different elements crucial to success and gives you practical tips for making them a permanent feature of your business. To provide you with strategic tools that will maximize your organizations effectiveness, The New Business Values for Success in the Twenty-First Century builds upon helpful ideas from re-engineering, total quality management, the Learning Organization, and other change management processes. It will also help you put management fads and programs into a broader, more comprehensive perspective. As you learn to develop your own model for integrating new business values into the way you conduct business, you will gain a better understanding of: why the old business values have been replaced the importance of customer service in all businesses the fundamentals of a high quality-training program harnessing the power of teams new suggestion systems incentives in the workplace sustainability and its role in continuous improvement the relationship between crime and quality Middle and senior managers, administrators, and staff in human resources development, research, and marketing can use The New Business Values for Success in the Twenty-First Century to understand the positive role changing business values can play in shaping both the direction and performance of their businesses. If your company is engaged in change or global competition,

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