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Nota di contenuto	Introduction to the essentials of the new workplace / David Holman ... [et al.] -- Workers under lean manufacturing / Rick Delbridge -- The human side of total quality management / Richard Cooney and Amrik Sohal -- System integration in advanced manufacturing technology / Waldemar Karwowski and Bradley Chase -- Supply-chain partnering / Maire Kerrin and Belen Icasati-Johanson -- Team work / John Cordery -- Call centres / David Holman -- Knowledge management / Harry Scarbrough -- Employee involvement : utilization, impacts, and future prospects / George S. Benson and Edward E. Lawler III -- Managing virtual workers and virtual organisations / David Lamond, Kevin Daniels and Peter Standen -- Organisational performance and manufacturing practices / Stephen Wood -- Organisational performance in services /

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Sommario/riassunto

The original hardback edition of The New Workplace examined modern business terms such as total quality management, just-in-time production, e-business, lean manufacturing and teleworking. It explored what these terms really mean and what effect they have in practice - especially their impact on productivity and performance and their social and psychological consequences. This paperback is a shorter, revised version of the original book. It will focus on working practices, especially technology orientated ones, which are the most relevant and innovative for consultants.

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