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Nota di contenuto	Introduction to Business Excellence -- Organizations Achieve Excellence Through Quality Awards -- Legacy of Excellence: The Case of the United Arab Emirates (UAE) -- Excellence in Action -- Understanding Sustainable Organizational Results -- Self-assessments: Conducting an Excellence Maturity Assessment for an Organisation -- Awards and Assessments -- Assessment for an External Award -- Quality Management Systems: Where and How We Can Make a Significant Contribution Toward Excellence -- Towards Developing a Framework for Achieving Organizational Excellence: Theoretical Foundations. .
Sommario/riassunto	This book bridges two essential aspects of assessing and achieving business excellence in 21st-century organizations. The author argues that transnational companies face a twofold challenge: managing global knowledge networks and multicultural project teams on the one hand;

and interacting and collaborating across boundaries using global communication technologies, on the other. The author also argues that this dual challenge calls for the creation of a business excellence program that fits and thrives within these multicultural environments. In response, he reviews corporate practices in quality management and business excellence frameworks that have been extensively used on a transnational scale to drive organizational performance. The book approaches quality management as an element that is no longer a choice, but has now become a necessity if companies want to compete in highly globalized environments.
