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Nota di contenuto	1. The Operations Puzzle -- 2. No Hire, No Fire -- 3. Unlock Capacity to Tackle Higher Value-added Tasks -- 4. The Contribution Margin and Tribes -- 5. What Shall we Do with the Pop-ups: On-the-spot Innovations Can Create Unforseen Problems -- 6. The Five-star Constellation and Knowledge Pills -- 7. Problem-solving Tracks and Service Modules -- 8. Altogether Now: We Need Everybody's Effort Implementing the '9 Questions' Tool -- 9. Concluding Thoughts. .
Sommario/riassunto	In How to Make Things Happen, we learnt that knowledge is the fundamental driver of service efficiency. In this new book, the author

follows four very different companies in the finance, gas and tourism sectors as they implement the Service Problem Driven Management Model (SPDM) to improve their operations. With real examples and plenty of practical tips, anecdotes and actionable ideas for real life implementation, this book will teach you how to: Perform a capacity analysis Implement new ideas by transforming pop-ups into prototypes Discover knowledge pills to accelerate learning Develop service modules and problem tracks Put problem solving at the heart of excellent service delivery Offering a rare insight into how to unblock service problems and the realistic challenges you will encounter along the way, this book shows you how to make things happen and more importantly, how to get them right. .
