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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and indexes.
Nota di contenuto	What is productivity? : how to work smarter, not harder -- Special productivity improvement needs of smaller enterprises and services, including professionals -- You need to know the facts before taking corrective action -- Developing productivity measures -- Measuring output and input -- Comparing productivity indexes of two organizations -- Benefits of benchmarking -- Lessons from successful productivity and quality improvement programs -- There are many opportunities for improving communication -- Effective methods of motivating for results -- Need for continual training and retraining -- You can't succeed without a plan -- How to design productive operations of high quality -- How to make the best use of your time, efforts, knowledge, and other resources.