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| 1. Record Nr. | UNINA9910456965103321 |
| Titolo | The essentials of the new workplace [[electronic resource]] : a guide to the human impact of modern working practices / / edited by David Holman ... [et al.] |
| Pubbl/distr/stampa | Chichester, West Sussex, UK ; ; Hoboken, N.J., : John Wiley & Sons, c2005 |
| ISBN | 1-280-26875-1 9786610268757 0-470-02216-7 |
| Descrizione fisica | 1 online resource (271 p.) |
| Altri autori (Persone) | HolmanDavid (David J.) |
| Disciplina | 331.2 |
| Soggetti | Quality of work life Job satisfaction Psychology, Industrial Work environment Work design Human-machine systems Industrial relations Electronic books. |
| Lingua di pubblicazione | Inglese |
| Formato | Materiale a stampa |
| Livello bibliografico | Monografia |
| Note generali | Rev. ed. of: The new workplace. 2003. |
| Nota di bibliografia | Includes bibliographical references and indexes. |
| 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.