

1. Record Nr.	UNINA9910467684003321
Autore	Wealleans David
Titolo	The Organizational Measurement Manual
Pubbl/distr/stampa	Milton, : Taylor and Francis, 2017
ISBN	1-317-02212-2 1-317-02211-4
Descrizione fisica	1 online resource (247 pages) : illustrations
Disciplina	658.54
Soggetti	Work measurement Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Introduction and purpose of measurement -- Corporate measurement -- Process measurement -- Customer-centered measurement -- Identifying the process measurement -- Targets and objectives -- Tracking and recording -- Interpretation -- Action -- Involving people -- International standards -- Quality costs -- The long term.
Sommario/riassunto	9 Action; When to take action; What action to take; Plan-do-check-act; Problem-solving; Maintaining the gain; Adjusting measurements and targets; Summary; 10 Involving People; One versus many; Motivation and enthusiasm; Motivational theory; Removing fear; Responsibility; People-friendly measurements; People-oriented actions; Summary; PARTS LOOKING BEYOND THE BASICS; 11 International Standards; Measurement standards; ISO 14001; ISO 9001; Award schemes; Other standards; Further development; Summary; 12 Quality Costs; What are quality costs?; Cost models; Why bother with quality costs?