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Forms, Templates and Checklists"; "Appraisal Meeting Checklist"; "Appraisal Process Checklist"; "Job Description Template"; "Job Vacancy Shortlisting Record and Guidance Notes"; "Person Specification Template"; "Staff Induction Timetable"; "Template for Developing New Protocols and Procedures"; "Appendices"; "Appendix 1 Computer Terminology Explained" "Appendix 2 Acceptable User Policy: Mobile and Landline Phones, E-mail and Internet" "Appendix 3 Answers to Accounting Questions"; "Index"; "A"; "B"; "C"; "E"; "F"; "H"; "I"; "J"; "K"; "L"; "M"; "N"; "P"; "R"; "S"; "T"; "V"; "W"

Sommario/riassunto

Veterinarians are increasingly aware of the need to recognise they are working in a business enterprise. From operating as small practices twenty years ago, veterinary businesses are now run along sophisticated models and operate out of multi-million pound hospitals. Drawing together the latest information on practice management, this textbook provides practical and straightforward coverage of major elements, including client relationships and staff management, business and financial procedures, computer systems and project management. This book covers practice management topics as taught in v
