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Sommario/riassunto

A radical new management model for twenty-first century leaders. Organizations today face a crisis. The crisis is of long standing and its signs are widespread. Most proposals for improving management address one element of the crisis at the expense of the others. The principles described by award-winning author Stephen Denning simultaneously inspire high productivity, continuous innovation, deep job satisfaction and client delight. Denning puts forward a fundamentally different approach to management, with seven interlocking principles of continuous innovation: focusing the entire organization on the customer, creating a culture of continuous improvement, and so on.
