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Sommario/riassunto	SwitchPoints is the inspiring story of how Canadian National Railway (CN) advanced from good to great in a few short years-becoming North America's top-performing railroad and a favorite with of corporate customers and investors. In it, the authors reveal how company-wide culture change propelled this aging transportation giant to become the

profitable powerhouse it is today. Rich with insights and anecdotes, SwitchPoints offers lessons that can be applied to any organization seeking to improve the bottom line by improving their culture.
