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Nota di contenuto	Intro -- Contents -- Preface -- Acknowledgments -- PART I: WHAT THE HORIZONTAL ORGANIZATION IS -- 1 WHO NEEDS THE HORIZONTAL ORGANIZATION?: Almost Everyone -- 2 EACH HORIZONTAL ORGANIZATION IS UNIQUE: Ford Motor and OSHA Show the Way -- 3 HORIZONTAL IS NOT THE SAME AS FLAT: Distinctive Features of the Horizontal Organization -- 4 THE HORIZONTAL ORGANIZATION EMPOWERS PEOPLE: How Employees Control the Company's Core Processes -- PART II: HOW THE HORIZONTAL ORGANIZATION WORKS -- 5 ORGANIZING AROUND A CORE PROCESS: The Supply Management Organization of Motorola's Space and Systems Technology Group -- 6 ORGANIZING A HORIZONTAL OPERATING UNIT: GE Salisbury -- 7 ORGANIZING A DIVISION AROUND A SALES AND SERVICE DELIVERY PROCESS: Barclays Bank's Home Finance Division --

8 ORGANIZING AN ENTIRE COMPANY HORIZONTALLY: Xerox -- PART III:
HOW TO BUILD A HORIZONTAL ORGANIZATION -- 9 THREE PHASES TO
MASTER: Set Direction, Formulate Design, Institutionalize the Approach
-- 10 PHASE ONE-SET DIRECTION: Where and How Will You Compete?
-- 11 PHASE TWO-FORMULATE DESIGN: How Will You Do What You Do?
-- 12 PHASE THREE-INSTITUTIONALIZE THE APPROACH: How Will You
Maintain Momentum? -- Epilogue: THE ROAD AHEAD: Anticipating and
Avoiding Problems and Seizing Opportunities -- Notes -- Index -- A
-- B -- C -- D -- E -- F -- G -- H -- I -- J -- K -- L -- M -- N -- O --
P -- Q -- R -- S -- T -- U -- V -- W -- X.

Sommario/riassunto

This text provides a model for organizations to structure themselves to deliver successful products or services to their customers. It eliminates the prevailing hierarchical organization of command and control and replaces it with a horizontal organization that manages the basic core processes.
