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SYSTEM; DOES THE CAPITALIST SYSTEM DELIVER THE BEST VALUE?; WHEN WE SAY VALUE WE SHOULD REALLY MEAN IT; A HOLISTIC VALUE SYSTEM FOR EVERYONE; CHAPTER 4: VALUE HAS TO BE THE RAISON D'ETRE FOR EVERY TYPE OF ORGANIZATION; ALL VALUE IS GOOD VALUE IS THE RAISON D'ETRE OF ALL ORGANIZATIONS CORPORATE SOCIAL RESPONSIBILITY (CSR) AND THE 'TRIPLE BOTTOM LINE'; SOCIAL ENTERPRISE; IS THE 'PUBLIC SECTOR' AN OBSOLETE CONSTRUCT?; CHAPTER 5: ORGANIZATIONAL PERFORMANCE MEASUREMENT HAS TO MEASURE VALUE; TURNING HUMAN ACTIVITY INTO VALUE; THE ADVENT OF THE SCORECARD; THE EFQM BUSINESS EXCELLENCE MODEL; AGREEING VALUE PRIORITIES USING THE 3 BOX SYSTEM; THE GULF BETWEEN PERFORMANCE MEASUREMENT THEORY AND PRACTICE; ACTIVITY, PERFORMANCE AND ADDED VALUE MEASURES; TAKING A FRESH PERSPECTIVE ON THE PURPOSE OF PERFORMANCE MEASUREMENT MEASURING AND MANAGING 'INTANGIBLES' E-VALU-ATION; CHAPTER 6: VALUE IS ESSENTIALLY A PEOPLE THING; MEASURING THE VALUE OF PEOPLE; DEBUNKING THE EMPLOYEE-CUSTOMER-PROFIT CHAIN THEORY; REPLACING PERFORMANCE MANAGEMENT WITH VALUE MANAGEMENT; MANAGING VALUE HOLISTICALLY; VALUING PEOPLE 'INTANGIBLES'; CHAPTER 7: THE PEOPLE MEASUREMENT 'BOX'; ONLY MEANINGFUL MEASURES COUNT; PEOPLE MEASUREMENT IS A REALLY SERIOUS MATTER; DOES DIVERSITY ADD VALUE?; HUMAN CAPITAL MANAGEMENT, A REVOLUTION IN MANAGEMENT THINKING; PEOPLE - ARE THEY PERSONNEL, HUMAN RESOURCES, ASSETS OR CAPITAL? HUMAN CAPITAL MEASURES AND INDICATORS OF VALUE CHAPTER 8: HOW THE VALUE MOTIVE COULD UPSTAGE THE PROFIT KING; THE VALUE MOTIVE IS LEADERSHIP; THE POLITICIAN'S DEFINITION OF VALUE; THE FIRST, SECOND AND THIRD SECTORS HAVE TO BECOME ONE; VALUE SPECIAL CASES AND DEAD LOSSES; VALUE MANAGEMENT EDUCATION; AUDITING THE VALUE MOTIVE; A NEW MANAGEMENT DISCIPLINE - VALUING THE HUMAN CONTRIBUTION; INDEX

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## Sommario/riassunto

Our market system has evolved in line with capitalist philosophy, and at its heart is profit. But while profit can be a powerful motive, it is not always used responsibly and, in the worst cases, this can have damaging effects at a wider level. The calls for a corporate conscience grow louder, but no one has yet suggested an alternative to profit that people find as compelling. Profit is here and now. In this climate, the solution is to refine the profit motive, not replace it. We all value things, and we're all motivated by what we value. If value could replace the profit motive, it would r

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