

1. Record Nr.	UNINA9910961433903321
Titolo	The essentials of the new workplace : a guide to the human impact of modern working practices // edited by David Holman ... [et al.]
Pubbl/distr/stampa	Chichester, West Sussex, UK ; ; Hoboken, N.J., : John Wiley & Sons, c2005
ISBN	9786610268757 9781280268755 1280268751 9780470022160 0470022167
Edizione	[1st ed.]
Descrizione fisica	1 online resource (271 p.)
Altri autori (Persone)	HolmanDavid (David J.)
Disciplina	331.2
Soggetti	Quality of work life Job satisfaction Psychology, Industrial Work environment Work design Human-machine systems Industrial relations
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Rev. ed. of: The new workplace. 2003.
Nota di bibliografia	Includes bibliographical references and indexes.
Nota di contenuto	Introduction to the essentials of the new workplace / David Holman ... [et al.] -- Workers under lean manufacturing / Rick Delbridge -- The human side of total quality management / Richard Cooney and Amrik Sohal -- System integration in advanced manufacturing technology / Waldemar Karwowski and Bradley Chase -- Supply-chain partnering / Maire Kerrin and Belen Icasati-Johanson -- Team work / John Cordery -- Call centres / David Holman -- Knowledge management / Harry Scarbrough -- Employee involvement : utilization, impacts, and future prospects / George S. Benson and Edward E. Lawler III -- Managing virtual workers and virtual organisations / David Lamond, Kevin Daniels and Peter Standen -- Organisational performance and manufacturing practices / Stephen Wood -- Organisational performance in services /

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Sommario/riassunto

The original hardback edition of *The New Workplace* examined modern business terms such as total quality management, just-in-time production, e-business, lean manufacturing and teleworking. It explored what these terms really mean and what effect they have in practice - especially their impact on productivity and performance and their social and psychological consequences. This paperback is a shorter, revised version of the original book. It will focus on working practices, especially technology orientated ones, which are the most relevant and innovative for consultants.