

1. Record Nr.	UNINA9911019102703321
Titolo	Clients driving innovation / / edited by Peter Brandon, Shu-Ling Lu
Pubbl/distr/stampa	Chichester, West Sussex ; ; [Malden] MA, : Wiley-Blackwell [Salford], : Thinklab [Rotterdam, The Netherlands], : CIB, 2008
ISBN	9786612034473 9781282034471 1282034472 9781444301342 1444301349 9781444301359 1444301357
Descrizione fisica	1 online resource (295 p.)
Altri autori (Persone)	BrandonP. S (Peter S.) LuShu-Ling
Disciplina	690.068/8
Soggetti	Building - Technological innovations Construction industry - Customer services Customer relations Consumer satisfaction Production planning
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Contents; Note on editors; List of contributors; Note on CIB; Note on Think Lab; Acknowledgements; Preface; PART 1 THE CONTEXT FOR INNOVATION; 1 A global agenda for revaluing construction: the client's role; 2 Revaluing construction: implications for the construction process; 3 Is the client really part of the team? A contemporary policy perspective on Latham/Egan; 4 Enabling clients to be professional; 5 Challenging the illusion of the all powerful clients' role in driving innovation; 6 Reifying the client in construction management research? Alternative perspectives on a complex construct

7 A proposed taxonomy for construction clients
8 Clients' roles and contributions to innovations in the construction industry: when giants learn to dance; 9 Setting the game plan: the role of clients in construction innovation and diffusion; 10 Clients as innovation drivers in large engineering projects; 11 Knowing differently, innovating together? Exploring the dynamics of knowledge creation across boundaries in clients' design teams; 12 The role of the client in the innovation processes of small construction professional service firms; 13 Client-oriented contractor innovation
14 Driving innovation in construction: a conceptual model of client leadership behaviour
15 Critical actions by clients for effective development and implementation of construction innovations; PART 2 THE INNOVATION PROCESS; 16 Overcoming resistance to innovation: the integration champion in construction; 17 Client-driven innovation through a requirements-oriented project process; 18 Knowledge management supports clients driving innovation: two case studies; 19 Implementing innovations in infrastructures for the built environment: the role of project developers, customers and users
PART 3 MOVING IDEAS INTO PRACTICE
20 Client driven performance improvement strategies for the construction industry: development and implementation challenges; 21 Public policy, clients and the construction industry; 22 Value for money versus complexity: a battle of giants in the public sector?; 23 The role of the professional client in leading change: a case study of Stanhope plc; 24 Customer focus: time, the enemy of desire - a contractor developer perspective; 25 The role of the client in building site innovations
26 A complex systems approach to customer co-innovation: a financial services case study
Index

Sommario/riassunto

In recent years the construction industry has been criticised for lack of successful innovation compared to other major industries. The question of why the industry has not been seen to be innovative has created concern among many involved with construction and property. The driving concern is where the motivation for this innovation should come from. Although construction clients have made an impact in this area, the industry itself seems divided as to whether, when and where clients should drive the innovation process. Clients Driving Innovation brings together an international group
