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Autore	Ciasullo Maria Vincenza
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Sommario/riassunto	This book provides a comprehensive overview of how quality management can be rethought and revitalized to meet the challenges of today's and future socio-economic management. Presenting the outcomes of the 27th Excellence in Services International Conference, held in Bergamo, Italy, on August 29–30, 2024, the book brings together both selected research contributions and numerous best-practice examples in quality management. Researchers will gain valuable insights from this book, which offers theoretical contributions to the field of humanistic management and presents a reformulated

approach that integrates quality and excellence. For managers, it offers new practical knowledge to effectively evaluate strategic, tactical and operational issues. In particular, it helps to improve decision-making processes in relation to the importance of the human dimension for the future development of quality and excellence.
