

1.	Record Nr.	UNISA990000116220203316
	Autore	Schäfer, Martin
	Titolo	Resource extraction and market structure / Martin Schäfer
	Pubbl/distr/stampa	Berlin [etc.] : Springer-Verlag, copyr. 1986
	ISBN	3-540-16081-7
	Descrizione fisica	IX, 154 p. : ill. ; 25 cm
	Collana	Lecture notes in economics and mathematical systems ; 263
	Disciplina	3337
	Collocazione	650 LNES (263)
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
2.	Record Nr.	UNINA9910813375203321
	Autore	Boyd David <1954->
	Titolo	Understanding the construction client / / David Boyd and Ezekiel Chinyio
	Pubbl/distr/stampa	Oxford ; ; Malden, MA, : Blackwell, 2006
	ISBN	9786611321536 9781281321534 1281321532 9780470759561 0470759569 9780470759530 0470759534
	Edizione	[1st ed.]
	Descrizione fisica	1 online resource (330 p.)
	Altri autori (Persone)	ChinyioE (Ezekiel)
	Disciplina	690.068/8
	Soggetti	Communication in the building trades Construction industry - Customer services Consumer behavior
	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 indexes.
Nota di contenuto	Understanding the Construction Client; Contents; Foreword; Preface: buildings are not about building!; Chapter 1 Clients in Perspective; Chapter 2 A Model of Clients; Chapter 3 The Client at Rest; Chapter 4 The Client in Change; Chapter 5 Property Developers as Clients; Chapter 6 Supermarkets as Clients; Chapter 7 NHS Acute Trusts as Clients; Chapter 8 Governments as Clients; Chapter 9 Airports as Clients; Chapter 10 Housing Associations as Clients; Chapter 11 A Toolkit for Engagement; Chapter 12 Postscript; Appendix: The Interviewees; Author Index; Subject Index;
Sommario/riassunto	This book breaks new ground by creating a framework to understand clients' actions and needs. Most construction management books focus on improving the construction process; this one focuses on a better engagement with the client. It challenges conceptions of both the construction industry and clients' businesses so that a more effective process and greater client satisfaction can be achieved. The book suggests that 'buildings are not about building but about changing and developing the client'. The technical, organisational and psychological aspects of this are described and analysed in detail