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Nota di contenuto

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4.2.1 What senior managers in construction organisations can do to create culture change4.3 The role of middle managers and change agents; 4.4 'Getting the troops on board'; 4.4.1 Motivation of people; 4.4.2 Using teamwork in cultural change; 4.4.3 Types of team; 4.4.4 Picking the right members for a successful team; 4.4.5 Development of the team; 4.5 The role of learning organisations in TQM and benchmarking; 4.6 Methods of organisational learning; Summary; Chapter 5 The Use of Critical Success Factors, Processes and Systems in Benchmarking; Objectives; 5.1 Where to start from

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Sommario/riassunto

This is the first post-Egan book to look at benchmarking and KPIs (key performance indicators) in the construction industry. Benchmarking is one of the key management techniques the construction industry now needs to adopt if it is to meet challenging new efficiency and productivity targets as well as clients' demands for best value. Contracts are increasingly being awarded only to contractors who can demonstrate the lean construction practices that come with benchmarking. This authoritative and accessible book: * clarifies the thinking behind benchmarking and why firms must now a

