

1.	Record Nr.	UNISA990005877520203316
	Autore	CAMBARERI, Giuseppe
	Titolo	L' unità del mondo attraverso le federazioni continentali e il governo economico mondiale / Giuseppe Cambareri
	Pubbl/distr/stampa	Roma : Mithras, 1944
	Descrizione fisica	233 p., [11] carte di tav. ripieg. : ill. ; 25 cm
	Disciplina	321.02094
	Soggetti	Politica internazionale - Sec. 20 Economia sociale
	Collocazione	XV.2.B. 237
	Lingua di pubblicazione	Italiano
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
2.	Record Nr.	UNISA996212480803316
	Autore	McCabe Steven
	Titolo	Benchmarking in construction [[electronic resource] /] / Steven McCabe
	Pubbl/distr/stampa	Malden, Mass., : Blackwell Science, 2001
	ISBN	1-282-34173-1 9786612341731 0-470-69605-2 0-470-69530-7
	Descrizione fisica	1 online resource (306 p.)
	Disciplina	690.068 690.0685
	Soggetti	Building - Quality control Benchmarking (Management)
	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 (p. 272-276) and index.

Nota di contenuto

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4.2.1 What senior managers in construction organisations can do to create culture change; 4.3 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

