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Titolo	The Management Tool Kit [[electronic resource]] : Tools and Techniques That Work
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Nota di contenuto	Contents; The author; Introduction; 1. Strategy; 2. Strategy evaluation; 3. Benchmarking for best practice; 4. Marketing; 5. Total quality management; 6. Managing and dealing with finance; 7. Making decisions; 8. Managing performance; 9. Managing meetings; 10. Managing time effectively; 11. Managing people; 12. Communication; 13. Managing change; 14. Re-engineering your business process; 15. Managing stress; 16. Corporate culture; 17. 'Outside the box' thinking; READING TOOL BOX
Sommario/riassunto	A guide to 47 key frameworks and tools for managers. The text includes coverage of: business strategy, evaluation and decision-making; bench-marking, Total Quality Management and business process re-engineering; managing time and stress; and managing people and performance.