



Total Organizational Excellence

John S Oakland

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Total Organizational Excellence: Achieving world-class performance sets down an implementation framework to guide managers on how to improve business performance in all types of organization.

Drawing on extensive research and case study work conducted within Oakland Consulting and its Research Division, the European Centre for Business Excellence, it shows how to set clear direction and fulfil desired goals through key business and people development processes and regular performance measurement. These are the secrets of successful strategy deployment and change management.

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