



THE SERVICE EDGE



101 Companies
That Profit From
Customer Care

by **RON ZEMKE**
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with **DICK SCHAAF**

Foreword by **TOM PETERS**



Service Edge One Hundred One Companies That Profit From Customer Care

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The Service Edge Ron Zemke, Dick Schaaf, 1989 This landmark business book points the way for business managers to build a service ethos into their corporate cultures Presents 101 detailed and revealing examples from all aspects of business industry and even government

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BE 2.0 (Beyond Entrepreneurship 2.0) Jim Collins, William Lazier, 2020-12-01 From Jim Collins the most influential business thinker of our era comes an ambitious upgrade of his classic *Beyond Entrepreneurship* that includes all new findings and world changing insights What's the roadmap to create a company that not only survives its infancy but thrives changing the world for decades to come Nine years before the publication of his epochal bestseller *Good to Great* Jim Collins and his mentor Bill Lazier answered this question in their bestselling book *Beyond Entrepreneurship* *Beyond Entrepreneurship* left a definitive mark on the business community influencing the young pioneers who were at that time creating the technology revolution that was birthing in Silicon Valley Decades later successive generations of entrepreneurs still turn to the strategies outlined in *Beyond Entrepreneurship* to answer the most pressing business questions BE 2.0 is a new and improved version of the book that Jim Collins and Bill Lazier wrote years ago In BE 2.0 Jim Collins honors his mentor Bill Lazier who passed away in 2005 and reexamines the original text of *Beyond Entrepreneurship* with his 2020 perspective The book includes the original text of *Beyond Entrepreneurship* as well as four new chapters and fifteen new essays BE 2.0 pulls together the key concepts across Collins' thirty years of research into one integrated framework called The Map The result is a singular reading experience which presents a unified vision of company creation that will fascinate not only Jim's millions of dedicated readers worldwide but also introduce a new generation to his remarkable work

Report of the Service Excellence Task Force State University of New York at Buffalo. University Libraries, 1991

20 Active Training Programs Melvin L. Silberman, 1991-10-15 Increase transfer of learning of almost any skill or topic you need to address with these 60 ready to use experiential training designs Each cost effective design includes everything you need to design and conduct a workshop objectives instructions reproducible handouts and lists of resources You get 60 complete training designs that incorporate experiential techniques to ensure transfer of learning Save hours normally spent in design and preparation Save money with easily reproducible handouts and forms Each training design lists its specific objective All are 1 day designs but can be extended to 1 1/2 to 2 days General all levels of employees

Quality Improvement in the United States United States.

Congress. House. Committee on Science, Space, and Technology. Subcommittee on Science, Research, and Technology, 1990
Signal, 1993 Books in Print, 1977 **Pursuing Total Quality** Dick Schaaf, Margaret Kaeter, 1992

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