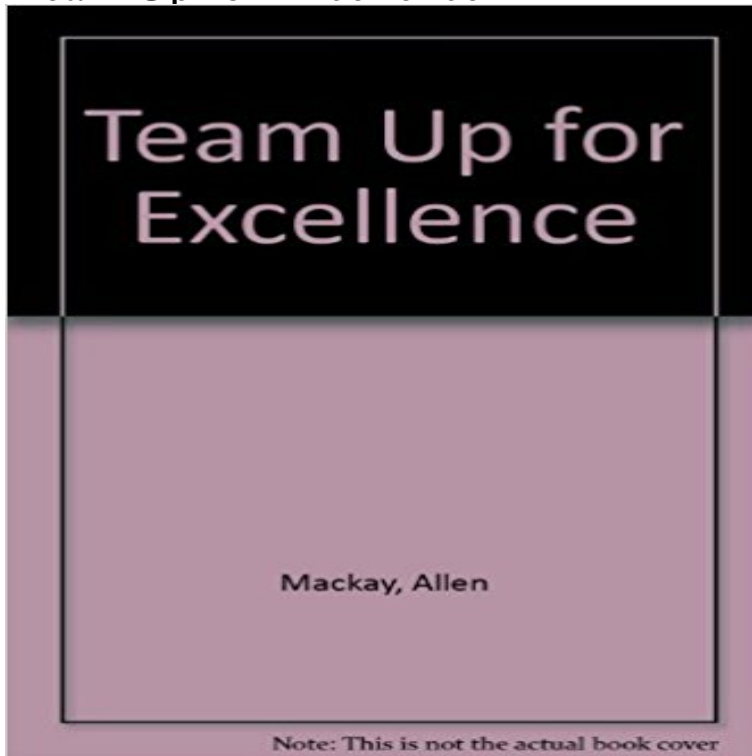


Team Up for Excellence



Customer responsiveness is the key to success in today's business environment, yet many firms struggle with procedures, structures, and policies that add no value to either product or service. Drawing on his own experience in companies in the US, New Zealand, England, Germany, and Saudi Arabia the author takes a cool and sometimes brutal look at common business practices, people systems, and organizational structures and proposes a radical new approach. Arguing that companies where effective teams operate have shed costs, raised productivity, and improved margins while increasing customer satisfaction, Mackay explains how to build and develop customer-responsive teams. This practical, down-to-earth guide includes a range of worksheets, matrices, and other tools that will help any business increase their competitiveness in today's global marketplace.

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