Customer-Centric Project Management (Paperback)

By Elizabeth Harrin, Phil Peplow

Taylor Francis Ltd, United Kingdom, 2012. Paperback. Book Condition: New. New ed.. 234 x 154 mm. Language: English . Brand New Book. There has been a sea-change in the focus of organizations - whether private or public - away from a traditional product- or service-centricity towards customer-centricity and projects are just as much a part of that change. Projects must deliver value; projects must involve stakeholders, and Elizabeth Harrin and Phil Peplow demonstrate convincingly that stakeholders are the ones who get to decide what value actually means. Customer-Centric Project Management is a short guide explaining what customer-centricity means in terms of how you work and its importance for project performance; using tools and processes to guide customer-centric thinking will help you see the results of engagement and demonstrate how things can improve, even on difficult projects. The text provides a straightforward implementation guide to moving your own business to a customer-centric way of working, using a model called Exceed and provides some guidance for ensuring that customer-centricity is sustainable and supported in the organization. This is a practical, rigorous and well-researched text. It draws on established models and uses the example of project implementation in a healthcare environment to demonstrate...

READ ONLINE
[8.21 MB]

Reviews

This publication is wonderful. It is amongst the most remarkable pdf i have got read. Its been written in an exceptionally basic way and it is merely after i finished reading through this pdf in which really transformed me, alter the way i really believe.
-- Shayne Schneider

An exceptional pdf and the typeface employed was fascinating to see. Better then never, though i am quite late in start reading this one. Your daily life span will be transform as soon as you total looking at this publication.
-- Dale White

You May Also Like

Hope for Autism: 10 Practical Solutions to Everyday Challenges (Paperback)

Seaborough Enterprises Publishing, United States, 2015. Paperback. Book Condition: New. Initial ed.. 203 x 127 mm. Language: English . Brand New Book ***** Print on Demand *****. Hope for Autism: 10 Practical Solutions to Everyday Challenges, provides answers to the many questions...

Fox All Week: Level 3 (Paperback)

Penguin Putnam Inc, United States, 2004. Paperback. Book Condition: New. James Marshall (illustrator). Puffin Easy-To-Read ed.. 224 x 147 mm. Language: English . Brand New Book. Using their cache of already published easy-to-read books, Puffin launched their Easy-to-Read program. Favorite stories by...

Oxford Very First Dictionary (Paperback)

Oxford University Press, United Kingdom, 2012. Paperback. Book Condition: New. Georgie Birkett (illustrator). 234 x 182 mm. Language: English . Brand New Book. A fully illustrated alphabetical first dictionary for 4-5 year-olds. A fresh new look for the Oxford Very First Dictionary...

Oxford First Illustrated Maths Dictionary (Paperback)

Oxford University Press, United Kingdom, 2013. Paperback. Book Condition: New. 234 x 180 mm. Language: English . Brand New Book. The Oxford First Illustrated Maths Dictionary supports the curriculum and gives your child a head start in understanding first maths concepts. Organised...

I Am Reading: Nurturing Young Children s Meaning Making and Joyful Engagement with Any Book (Paperback)

Heinemann Educational Books, United States, 2015. Paperback. Book Condition: New. 234 x 185 mm. Language: English . Brand New Book. It s vital that we support young children s reading in ways that nurture healthy reading identities, that foster an attraction to...

Violin Concerto, Op.82: Study Score (Paperback)

Petrucci Library Press, United States, 2014. Paperback. Book Condition: New. Urtext ed.. 274 x 213 mm. Language: English . Brand New Book ***** Print on Demand *****.Premiered by the renowned violinist Leopold Auer in St. Petersburg in February of 1905, Glazunov s...