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In Search of Excellence: Lessons from Americas Best-Run Companies: Book Format: Paperback: Number Of Pages: 360 pages: First Published in: January 1st 1982: Latest Edition: December 1st 2007: ISBN Number: 9781861977168: category: business, non fiction, leadership, buisness, business, management: Formats: ePub(Android), audible mp3, audiobook and kindle.

[PDF] In Search of Excellence: Lessons from Americas Best ...

Lesson 1: Top companies consistently focus on their customers. It's no secret that focusing on customer satisfaction leads to success in business. But the methods and attitudes it takes to really delight someone with your product or service are a little more mysterious.

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In Search Of Excellence: Lessons from America's Best-Run Companies of Robert H Waterman Jr, Peters, Tom, Peters & Water. 2nd (second) Edition on 15 April 2004. 4.2 out of 5 stars 3.

In Search Of Excellence: Lessons from America's Best-Run ...

Based on a study of forty-three of America's best-run companies from a diverse array of business sectors, In Search of Excellence describes eight basic principles of management -- action-stimulating, people-oriented, profit-maximizing practices -- that made these organizations successful.

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In Search of Excellence is a critique of a "rationalist" approach to management. The second chapter of the book, "The Rational Model," introduces and then critiques the rationalist approach. An example of the rationalist mindset is reproduced below:

In Search of Excellence - Wikipedia

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Profiling 43 companies, In Search of Excellence describes 8 basic principles that made these organizations successful. Though many of the profiled companies have since lost their edge (or gone under completely), these 8 principles have shown themselves to be timeless: 1) A bias for action, 2) Staying close to the customer, 3) Autonomy and entrepreneurship, 4) Productivity through people, 5) Hands-on, value driven, 6) Stick to the knitting, 7) Simple form, lean staff, and 8) Simultaneous ...

Books - Tom Peters

In search of excellence: lessons from america's best-run companies, harper & row, ne~ york. The authors studied 43 successful American companies to discover the secrets of the art of American management. The firms were in various categories, including high-technology companies, consumer goods companies, general industrial goods companies of interest, service companies, project management companies, and resource-based companies.

[PDF] In search of excellence: lessons from america's best ...

In search of excellence lessons from America's best-run companies This edition published in 1982 by Warner Books in New York, NY.

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In Search of Excellence is the groundbreaking, multi-million-selling business management classic by two McKinsey & Company consultants, last re-issued in 2004. The authors conducted a study of America's top 15 companies to deduce the core principles that unite corporate giants from Caterpillar to IBM.

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He holds about 75 seminars a year and has created and starred in a series of corporate training films. He is the co-author of In Search of Excellence: Lessons from America's Best-Run Companies,...