

Quality and Performance Excellence

- Managers and workers understand advantages of producing a quality product
- Customers prefer spending on quality service as well

Organizational Value Chain:

work hard, - have fun, make a difference

TheCaseSolutions.com

Global Awareness

- Process re-engineering
- Virtual organizations
- Agile factories
- Network firms
- World-class organizations

TheCaseSolutions.com



TheCaseSolutions.com

Introduction

The themes discussed in this lecture include:

- Quality and performance
- Ethics and social responsibility
- Global awareness
- Importance of new leadership
- Knowledge workers
- Competitive business

TheCaseSolutions.com

TheCaseSolutions.com

Conclusion

Leaders in a modern competitive business field must master management in order to thrive

TheCaseSolutions.com

TheCaseSolutions.com

Undermining Staying Power: The Role of Unhelpful Management Theories

TheCaseSolutions.com

Introduction

The themes discussed in this lecture include:

- Quality and performance
- Ethics and social responsibility
- Global awareness
- Importance of new leadership
- Knowledge workers
- Competitive business



TheCaseSolutions.com

Glossary

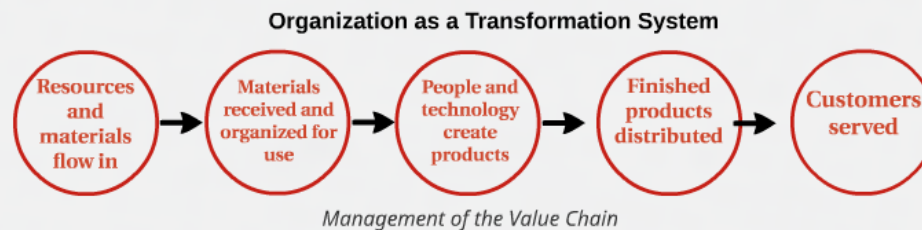
- **Management**
- **Quality**
- **Quantity**
- **Value Chain**
- **ISO**
- **Total Quality Management**

TheCaseSolutions.com

Quality and Performance Excellence

- Managers and workers understand advantages of producing a quality product
- Customers prefer spending on quality service as well

Organizational Value Chain:



work hard.
↳ have fun.
↓
make a difference.



WORK IN PROGRESS

TheCaseSolutions.com



The

Global Awareness

- Process re-engineering
- Virtual organizations
- Agile factories
- Network firms
- World-class organizations



TheCaseSolutions.com



ity

Customers served

PROGRESS

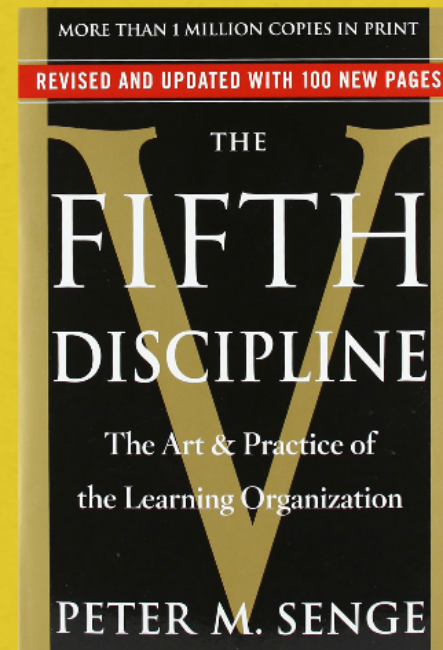


Learning Organizations

TheCaseSolutions.com

• Peter Senge's *The Fifth Discipline*;

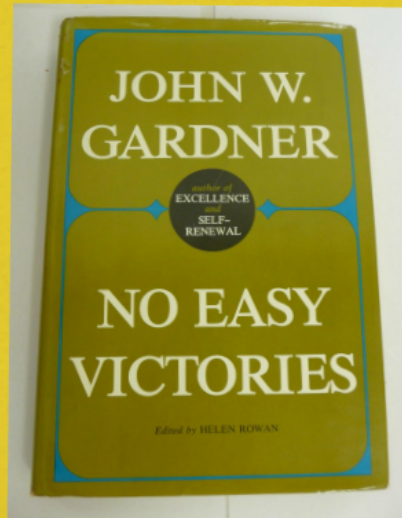
1. Mental models
2. Personal mastery
3. Systems thinking
4. Shared vision
5. Team learning



21st Century Leadership

TheCaseSolutions.com

- John Gardner's *No Easy Victories*
- Global strategist
- Master of technology
- Inspiring leader
- Model of ethical behavior



21st Century Leadership

TheCaseSolutions.com

- Peter Drucker
- Success through learning and improvement
- Commitment to work/life balance
- Ralph Sorenson

