

# CUSTOMER-INSPIRED QUALITY

Looking Backward  
Through the Telescope



*James G. Shaw*

*Warren Bennis*  
FOREWORD BY WARREN BENNIS

# Customer Inspired Quality Looking Backward Through The Telescope

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## **Customer Inspired Quality Looking Backward Through The Telescope:**

*Customer-inspired Quality* James G. Shaw, 1996 *Customer Inspired Quality* by James G Shaw is a superior resource for executives faced with the challenge of improving quality and customer satisfaction cost effectively and in ways that help their organizations compete Shaw a pioneer in bringing quality improvement from the engineering realm to service processes and organizations believes that customers are in the best position to define quality for any company In fact their definition is the only one that really counts In his newest book he takes readers through the methodology necessary to improve processes and therefore quality as perceived by the customer *Customer Inspired Quality* shows readers step by step how to Use a Process Profile RM to analyze a process from the customer s point of view Establish measurements that reflect the customer s definition Qualify a process for the six levels of process improvement Conduct process improvement reviews Shaw uses real world examples and situations to illustrate his concepts *Customer Inspired Quality* includes Glossary Summary charts

Recommended reading and references Basic measurement tools Brainstorming tools Suggested quality measures **Triple Customer Complaints** James G. Shaw, 2011-06-23 A customer who complains is saying If only you will correct the situation I will continue doing business with you Seeing our organizations as our customers do is critical to achieving excellence Triple Customer Complaints helps determine how customers define excellence and establishes quantifiable ways to improve processes in order to meet and exceed customer expectations Written for executives and process owners facing the real world challenge of creating and keeping customers it shows readers 1 How to walk in the customers shoes to identify which quality and operational performance measures should be tracked 2 How to define all aspects of a process as perceived by customers using a structured roadmap 3 How to use process qualification to achieve early measurable results 4 How to create a complaint management system that vacuums up all valid customer complaints 5 How to identify and map an organization s processes to ensure that the customer s point of view is primary *Customer Service Programs in ARL Libraries* , 1998

Program Management Michel Thiry, 2012-09-28 Based on practical applications of Program Management in different countries as well as the leading standards this book reflects the most recent developments in the area It offers an understanding of program management s connection to business strategy and value realisation beyond multiple project management Additionally it emphasizes the need for program specific processes based on an iterative life cycle and the management of multiple stakeholders and their expected benefits The book is grounded in a robust theoretical framework complemented by a number of case studies **The Directory of Management Consultants, 2003** Kennedy Information

(Firm), 2002 The Faster Learning Organization Bob Guns, Kristin Anundsen, 1998 Combine speed and knowledge to propel your organization toward success Warren Bennis Executive Briefing Series This guide takes a unique twist on the concept of a learning organization It proposes the need for a FASTER learning organization FLO and goes one step further than other books you ve read by specifying the steps necessary to become a FLO The author fuses concept strategy and application of a

FASTER learning organization so your organization can Create superior products and services Use new technology to your advantage Reduce cycle time Become more innovative and resilient Strengthen and reinforce the ability to change Focus on overall long term improvement The fully illustrated model for creating and maintaining a FLO will help you your executives and managers immediately transform your organization into a more profitable company Plus the book includes action ideas to help bring employees at all levels into the process Enjoy the advantages of a faster learning organization by following the author s unique model which includes a vision three strategies specific tactics and skills and measurement and reinforcement tools Here s all you need to know to create an organization that learns faster and stays ahead of its competition Read it in just 2 Hours

*Marketing Payback* Robert Shaw,David Merrick,2005 From hard investments to hard decisions marketers and executives need a better framework for measuring marketing performance This book delivers a practical and coherent set of tools and techniques to measure the effectiveness of marketing

**Fabled Service** Bonnie Jameson,Betsy Sanders,1997-08-12 Develop standard setting customer service Based on the best selling book *Fabled Service* by BetsySanders This program will help you develop exceptional customer servicethat puts your organization above your competition Inspiring*Fabled Service* helps you assess your needs and select activities toimprove weak areas in your current customer service Teach others vital customer service skills such as how to Positively represent the organization Satisfy customers so they will buy the product or service Encourage customers to return Understand what motivates people and initiates action Solve problems immediately and effectively and more Simply written this program includes all necessary materials tocreate results oriented customized customer service training ATrainer s Guide includes specific direction for administering theCustomer Service Survey which assesses individual strengths andweaknesses in three learning areas understanding him or herselfand others planning for results and product service knowledge The Guide also includes 12 prepared activities that correspond withthe three learning areas Using results from the survey you chooseactivities that will help your group improve in its weaker areas Each activity specifies goals materials needed time required physical setting and process including questions to help youreview what was learned and help people understand what can beapplied to every day situations You will need to order a Participant Workbook for each personinvolved in the training The Workbook includes a copy of thesurvey and participant materials for each activity Create great service that gets customers talking

Healthcare Financial Management ,1998 Some issues accompanied by supplements

**The 21st Century Organization** Warren Bennis,Michael Mische,1995-06-19 Offers an overview of the authors own methodology for conducting reengineering and presents a case for using this approach for competing in the 21st century

**Consultants & Consulting Organizations Directory** Cengage Gale,2009-05-12

*Advancing Philanthropy* ,1997 **Spa Management** ,2001-08 **Wybrane problemy współczesnej ekonomii oraz niektóre aspekty historyczne filozofii** Stefan Marciniak,2003

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