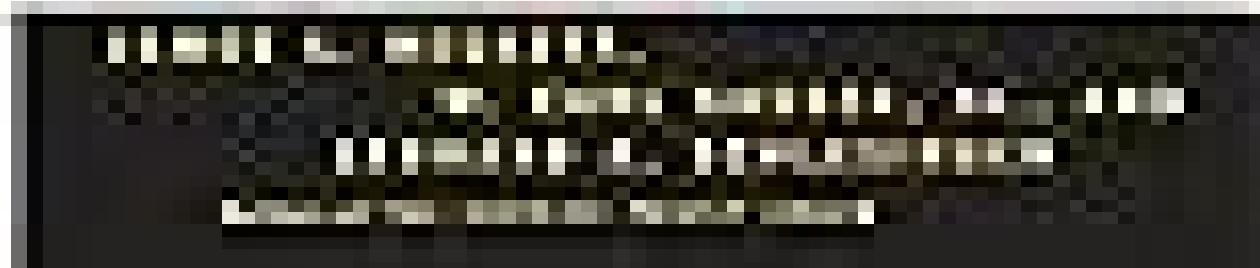


THE WALUUE PROFIT CHAIN

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The Value Profit Chain Treat Employees Like Customers And Customers Like Employees

Douglas Atkin

The Value Profit Chain Treat Employees Like Customers And Customers Like Employees:

The Value Profit Chain James L. Heskett,W. Earl Sasser,Leonard A. Schlesinger,2010-05-11 James Heskett Earl Sasser and Leonard Schlesinger reveal powerful new evidence that paying close attention to the employee customer relationship will enable any organization to be a low cost provider and achieve superior results proving that you can have it all a goal thought inadvisable just a few short years ago At the heart of this bold assertion is the authors indisputable conclusion supported by thirty one years of groundbreaking research today s employee satisfaction loyalty and commitment strongly influences tomorrow s customer satisfaction loyalty and commitment and ultimately the organization s profit and growth a quantifiable set of associations the authors call the value profit chain In what may be the most far reaching study ever undertaken of the strategic importance of the employee customer relationship Heskett Sasser and Schlesinger offer profound new insights into the life long value of both employees and customers and the increasingly important concept of employee relationship management Readers will discover how organizations as diverse as aluminum maker Alcoa travel agency Rosenbluth International and the Willow Creek Community Church treat employees like customers in the case of Willow Creek volunteers as well Conversely the authors show how advertising agency Merkley Newman Harty and financial services provider ING Direct treat customers like employees pursuing the ones they want most At the Vanguard Group Cisco Systems and Southwest Airlines both practices are common The authors explain how these organizations and many others whether large or small public or private or not for profit achieve profitability and growth or the equivalent by leveraging results and process quality to deliver differentiated products and services at the lowest cost Timely essential and important reading The Value Profit Chain should be readily accessible on the desk of every forward thinking manager

The value profit chain James L. Heskett,2003 Publisher Description unedited publisher data James Heskett Earl Sasser and Leonard Schlesinger reveal powerful new evidence that paying close attention to the employee customer relationship will enable any organization to be a low cost provider and achieve superior results proving that you can have it all a goal thought inadvisable just a few short years ago At the heart of this bold assertion is the authors indisputable conclusion supported by thirty one years of groundbreaking research today s employee satisfaction loyalty and commitment strongly influences tomorrow s customer satisfaction loyalty and commitment and ultimately the organization s profit and growth a quantifiable set of associations the authors call the value profit chain In what may be the most far reaching study ever undertaken of the strategic importance of the employee customer relationship Heskett Sasser and Schlesinger offer profound new insights into the life long value of both employees and customers and the increasingly important concept of employee relationship management Readers will discover how organizations as diverse as aluminum maker Alcoa travel agency Rosenbluth International and the Willow Creek Community Church treat employees like customers in the case of Willow Creek volunteers as well Conversely the authors show how advertising agency Merkley Newman Harty and financial services provider ING Direct treat customers like

employees pursuing the ones they want most At the Vanguard Group Cisco Systems and Southwest Airlines both practices are common The authors explain how these organizations and many others whether large or small public or private or not for profit achieve profitability and growth or the equivalent by leveraging results and process quality to deliver differentiated products and services at the lowest cost Timely essential and important reading The Value Profit Chain should be readily accessible on the desk of every forward thinking manager ***Accountability in Human Resource Management*** Jack J. Phillips,Patricia Pulliam Phillips,Kirk Smith,2016-03-22 From selection and assessment to training and development and reward management all HR functions have an impact on an organization Ever present budgetary pressures mean that there is perpetual competition for resources so HR departments must be able to account for and justify their contribution to the bottom line This practical text presents a results based approach to HR accountability which explains how to Uncover and monitor the costs of HR programs Develop programs emphasizing accountability Collect data for evaluation Measure the contribution of human resources Calculate HR's return on investment This new edition is fully revised and updated to reflect developments in the field such as the rise of talent management and the increased role of technology in HR measurement and is supported with international examples throughout New chapters have been added to address business alignment HR scorecards analytics maturity and international applications of the methodology Case studies tool templates and lecture slides are provided as online supplements for HR practitioners and students Accountability in Human Resource Management 2nd Edition is a complete and detailed guide suitable for HR professionals and students on advanced human resource management courses

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customers feel unique important and part of an exclusive group and how that leads to solid long term relationships between a company and its customers In addition to describing a fascinating phenomenon it will be of enormous value to businesses as it reveals the secret to customer loyalty *The Service Profit Chain* W. Earl Sasser, Leonard A. Schlesinger, James L.

Heskett, 1997 In this pathbreaking book world renowned Harvard Business School service firm experts James L Heskett W

Earl Sasser Jr and Leonard A Schlesinger reveal that leading companies stay on top by managing the service profit chain

Why are a select few service firms better at what they do year in and year out than their competitors For most senior managers the profusion of anecdotal service excellence books fails to address this key question Based on five years of painstaking research the authors show how managers at American Express Southwest Airlines Banc One Waste Management USAA MBNA Intuit British Airways Taco Bell Fairfield Inns Ritz Carlton Hotel and the Merry Maids subsidiary of

ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction but to employee loyalty satisfaction and productivity The strongest relationships the authors discovered are those between 1 profit and customer loyalty 2 employee loyalty and customer loyalty and 3 employee satisfaction and customer satisfaction Moreover these relationships are mutually reinforcing that is satisfied customers contribute to employee satisfaction and vice versa Here finally is the foundation for a powerful strategic service vision a model on which any manager can build more focused operations and marketing capabilities For example the authors demonstrate how in Banc One's operating divisions a direct relationship between customer loyalty measured by the depth of a relationship the number of banking services a customer utilizes and profitability led the bank to encourage existing customers to further extend the bank services they use Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures At American Express Travel Services offices that ticket quickly and accurately are more profitable than those which don't With hundreds of examples like these the authors show how to manage the customer

employee satisfaction mirror and the customer value equation to achieve a customer's eye view of goods and services They

describe how companies in any service industry can 1 measure service profit chain relationships across operating units 2

communicate the resulting self appraisal 3 develop a balanced scorecard of performance 4 develop a recognitions and

rewards system tied to established measures 5 communicate results company wide 6 develop an internal best practice

information exchange and 7 improve overall service profit chain performance What difference can service profit chain

management make A lot Between 1986 and 1995 the common stock prices of the companies studied by the authors increased

147% nearly twice as fast as the price of the stocks of their closest competitors The proven success and high yielding results

from these high achieving companies will make *The Service Profit Chain* required reading for senior division and business

unit managers in all service companies as well as for students of service management

Operations Management

Roberta S. Russell, Bernard W. Taylor, 2006 Russell and Taylor both affiliated with the Pamplin College of Business at Virginia

Polytechnic Institute and State University use rice production and distribution as an ongoing example to convey the global nature and pervasive impact of operations management in this text for business students **The Excellent Manager's Business Library** Philip Holden,1999 **Interfaces**,2003 Seeks to improve communication between managers and professionals in OR MS **Building High-performance People and Organizations** Martha I. Finney,2008 Business success depends on employee innovation drive skill endurance and dedication Engaged employees studies show provide tangible advantages to the organization and its bottom line greater customer satisfaction reduced turnover higher productivity improved profitability better safety results and higher stock prices In contrast the Gallup Organization has discovered that disengaged workers cost U S business between 250 billion and 350 billion each year How do you engage employees and in turn create the high performance organization With a different emphasis in each volume that s what this set is all about Volume 1 The New Employer Employee Relationship Volume 2 The Engaged Workplace Organizational Strategies Volume 3 Case Studies and Conversations From the latest theories on motivation to innovations in HR to methods to increased employee retention it provides the essential insights and tools managers leaders and HR people need to find new ways to succeed while keeping employees happy productive and loyal Employees know that cradle to grave or even week to week employment security is a thing of the past and that they are at the helm of their own career ship Discerning consumers in the employment marketplace they therefore seek employment opportunities that speak not only to their wallets and life circumstances but also to their desire to find work that provides purpose and passion How can employers meet these needs and create a team of engaged employees That s a large question and one that spans a spectrum of issues that includes career development human resource management and the alignment between individual and organizational goals In these three volumes leaders and managers will find answers They feature articles interviews and reports from academics psychologists managers in the practical corporate world and experts in career management Despite what Donald Trump might say work is personal and the ways in which individuals navigate the organizational environment and businesses organize to seek attract and retain the best employees is of primary concern That goes double in these turbulent times when job security is at stake cynicism rampant and loyalty at risk This set Covers both theories and practices driving the development of the modern employment relationship from both employee and organizational perspectives Touches on the timely issues of career management balance of personal and professional goals and for organizations finding and retaining the best employees and creating workplace cultures that inspire them to do their best work Provides principles and practices that can be used by companies of all sizes in all sectors and in all parts of the world Features an all star cast of contributors from corporate leadership academia practice and consulting special elements include interviews with business leaders and many best practice examples Building High Performance People and Organizations connects the dots so employers can maintain a loyal satisfied and productive workforce Volume 1 The New Employer Employee Relationship This volume looks at

trends in demographics and the general business environment leading to and driving the concept of employee engagement It addresses such issues as changing workforce demographics essential considerations in using employeesurveys building a high performance culture measuring and managing human capital engagement and change management managing virtual work teams and the impact of globalization and technology on the employer employee relationship Volume 2 The Engaged Workplace Organizational Strategies This volume focuses on real world organizational strategies to find develop and retain the best employees with an emphasis on innovative practices in both the U S and internationally Topics covered include hiring and staffing strategies the essential elements of work life balance Management Services ,2001 Chain Store Age ,2000-05 **Incentive** ,1989 Managing and marketing through motivation **Holding a Job, Having a Life** Jill Casner-Lotto,2000 Based on the findings of a two year study by Work in America Institute investigates how companies and employees in a variety of industries are pursuing a dual agenda strategy boosting business performance and improving employees work life balance Focuses on strategies companies can use to achieve this dual agenda by involving employees in the redesign of work practices and routines and changing corporate cultures Comprises a report and 13 discussion papers and case studies The Inspector ,2001 Diversity management e società multiculturale Pietro Basso,2004

Whispering the Strategies of Language: An Psychological Quest through **The Value Profit Chain Treat Employees Like Customers And Customers Like Employees**

In a digitally-driven earth wherever screens reign supreme and instant connection drowns out the subtleties of language, the profound techniques and psychological subtleties hidden within phrases often go unheard. However, located within the pages of **The Value Profit Chain Treat Employees Like Customers And Customers Like Employees** a charming literary prize blinking with fresh feelings, lies a fantastic quest waiting to be undertaken. Penned by a talented wordsmith, this enchanting opus attracts readers on an introspective trip, gently unraveling the veiled truths and profound affect resonating within the material of each word. Within the emotional depths of this emotional review, we will embark upon a heartfelt exploration of the book's primary themes, dissect their charming publishing type, and yield to the effective resonance it evokes strong within the recesses of readers' hearts.

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