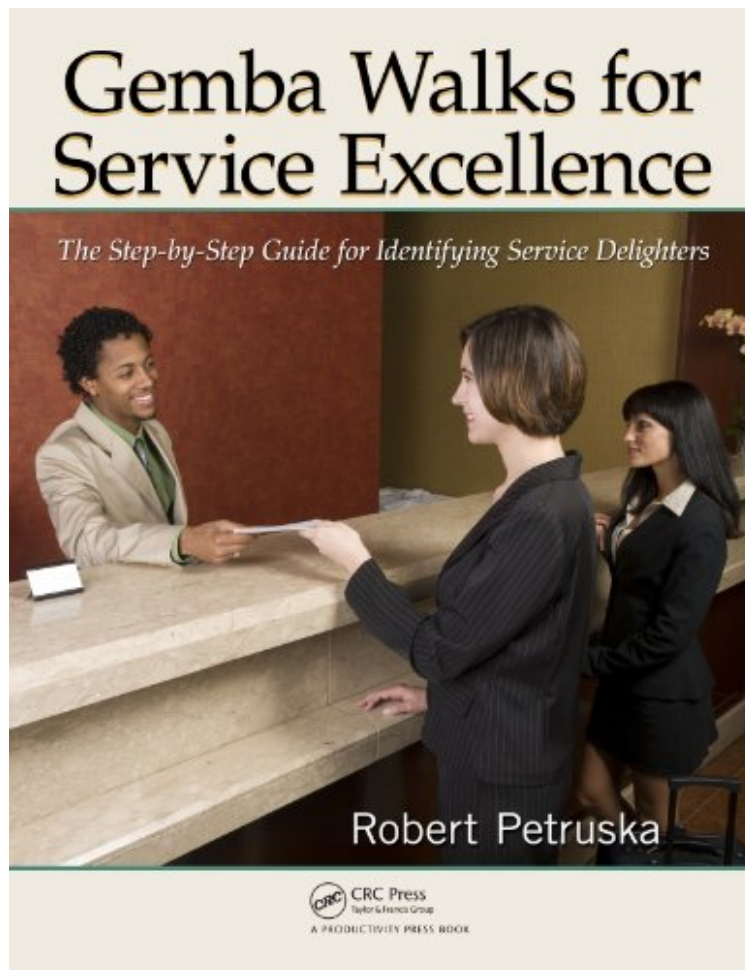


[Read download] Gemba Walks for Service Excellence: The Step-by-Step Guide for Identifying Service Delighters

Gemba Walks for Service Excellence: The Step-by-Step Guide for Identifying Service Delighters

Robert Petruska

audiobook / *ebooks / Download PDF / ePub / DOC



#3161422 in eBooks 2012-06-25 2012-06-25 File Name: B00B3WA2VG | File size: 42.Mb

Robert Petruska : Gemba Walks for Service Excellence: The Step-by-Step Guide for Identifying Service Delighters before purchasing it in order to gage whether or not it would be worth my time, and all praised Gemba Walks for Service Excellence: The Step-by-Step Guide for Identifying Service Delighters:

0 of 0 people found the following review helpful. Gemba WalksBy wayneCD was a waste - contained the pictures from the bookOnly one chapter on Gemba0 of 0 people found the following review helpful. Can Service Make the Difference in Your Business Value? A review of Robert Petruska's Gemba Walks for Service Excellence.By Chia-Li Chien"No one is required to come!" What if, in a strange twist of fate, you could schedule a team meeting with this caveat? A risk you would take would be that only the ones who cared would show up for your meeting. It would be bold move for any leader. In Robert Petruska's latest book: Gemba Walks for Service Excellence: The Step-by-Step

Guide for Identifying Service Delighters, he encourages readers to "make your meetings voluntary!" Consider this: You witness service every day in the workplace, church, customers, from a boss, etc. That service experience, in turn, determines how long you stick around in your job, your business, in customer relationships, with a spouse, and more. Read entire review here: [...] Chia-Li Chien, CFPreg., CRPC, PMP; Chia-Li "like JOLLY," succession strategist for women entrepreneurs, award-Winning author and speaker. She is Chief Strategist of Value Growth Institute, dedicated to helping private business owners increase the equity value of their firms. She is the award-winning author of the books Show Me The Money and Work toward Reward and a faculty member of the American Management Association. Her blog and newsletter was named a Top Small Business Resource by the New York Times You're the Boss blog. [...]

Your customers have become increasingly sophisticated and more connected than ever—broadcasting real-time feedback to a cloud of followers who are watching your every move. As savvy customers continue to demand more for less, organizations that choose to rest on their laurels will quickly see their market share evaporate. Gemba Walks for Service Excellence: The Step-by-Step Guide for Identifying Service Delighters guides readers on a journey towards organizational effectiveness that supports a culture of service excellence. It provides a fresh perspective on how to apply Gemba Walks—visiting the areas where the service provider interacts directly with the customer—to identify new service delighters and make a lasting positive impression on customers. Using an abundance of color pictures and hand-drawn graphics, Robert Petruska builds on his considerable experience implementing Lean and quality systems to demonstrate how to create the infrastructure required for service excellence to flourish. Presented in an easy-to-follow format that anyone in the service industry can enjoy, this workbook: Shares proven techniques used in Lean manufacturing that can easily be applied to the service industry Guides new employees and veterans alike through a journey filled with real-life stories that inspire confidence Contains hands-on exercises that allow you to immediately apply the ideas to your own work Includes a CD with innovative "placemats" designed to provide stepping stones on a development path for your team to achieve a competitive advantage Filled with real-world examples and stories of service excellence, the book will help you develop the counterintuitive thinking needed to discover new sources of customer delight. Designed to be used with your entire team, this workbook will guide your organization, step by step, through a plan for assessing, prioritizing, and implementing innovative ideas that will lead to unprecedented levels of service excellence.