

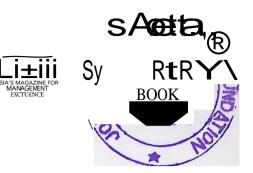
EXECUTIVE GUIDE TO FORMATION OF THE STREEMENT OF THE STR

ì

7 practical tips to managing



l'ubllrullon., ofTht A'illnSou — MtdbGroup



EXECUTIVE GUIDE TO

EVERYDAY MANAGEMENT

7 practical tips to managing



Publkal;ons or The Asian Sources Media Group

Copyright 1997, by of Id Executive's Digest Limited

1 ,\ij rights r<!Servc:d~ N0 part o[this material protected by this copyrig!V notice: may be repru<luce6l or utilized in any form or by any means. ckctronic or incclianical, including

-a, photocopying, recording, or by any informational

\,, '!lorfge or retricvartystym, without written .pennisfil0!! from the copyright owner.

Print@d in Singapore

,,

1

Contents

The Age of Participation	7
Focused Quality	37
Customer Intimacy	57
Overdrive: Managing in Crisis-Filled Times	73
The Self-Defeating Organization	103
International Excellence	133
Taking Charge of Change	169