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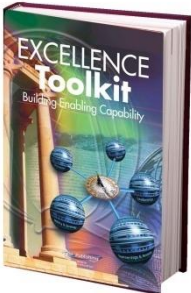

	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Encyclopedia: Best Practice Enablement 978-1-906993-12-2 Paperback 01 Apr 2012 £34.95 A4</p>
<p>Description</p>	<p>This manuscript is concerned with building the right enablement for driving excellence in a modern organisational setting. It is important to acknowledge that in a digital-based competitive environment the traditional notion of competitive capability is no longer sufficient to help drive the competitive performance of organisations and allow them to build and sustain the competitive advantage. This encyclopaedia will remain a very useful companion to quality and excellence professionals, but also will be an essential resource for all those who are concerned by organisational excellence and the building of world-class status and who have an interest in capability building and competitiveness.</p>	
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Encyclopaedia: Performance Impact 978-1-906993-13-9 Paperback 01 Apr 2012 £34.95 A4</p>
<p>Description</p>	<p>This manuscript includes detailed aspects of performance measurement as a philosophy: through its guiding principles, the critical factors of success required to drive performance throughout the life-blood of organisational thinking and structure can help in deriving maximum benefits from a performance measurement approach. This encyclopaedia will provide a basis on which the philosophy of performance measurement can be adopted holistically through understanding the soft and hard aspects, and more importantly, through applying a rigorous approach to implementing a performance measurement system (PMS) using best practice thinking. The road maps proposed will apply equally to various sectors of the economy and help organisations drive their excellence momentum with more intent and with better impetuous for sustainable success.</p>	
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Empathy: If Quality matters why doesn't the Customer? 978-1-906993-27-6 Paperback 01 Apr 2012 £34.95 A5</p>
<p>Description</p>	<p>This book has been written to highlight, the importance of total quality management in bringing real transformations to the world of business and commerce. It can be said that quality matters and throughout the years several studies have attempted to demonstrate the tangible benefits of quality management and also to prove that quality is not a fad but rather is a science that can be taught, applied, enhanced and maintained. The question on the value of quality management has been answered empirically and scientifically speaking and in view of the fact that the final impact of quality management has eroded, not in terms of whether quality works or not and whether it delivers the intended outcomes. It is rather the case that the life-cycle of growth and development of quality thinking and its growth in terms of uptake has meant that its final value has decreased vis á vie the customer. This manuscript therefore seeks to take the quality debate well into the 21st century by highlighting the importance of the inspired customer.</p>	

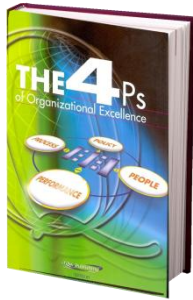
	<p>Title</p> <p>ISBN</p> <p>Binding</p> <p>Published</p> <p>Selling Price</p> <p>Size</p>	<p>Excellence Demystified 121 Ways 978-1-906993-10-8 Paperback 17 Jan 2011 £34.95 A5</p>
<p>Description</p>	<p>Excellence is an evolving concept that is defined by organisations' abilities to achieve their strategic objectives at the basic level, but also to constantly build their capabilities and means for facing external competition and delivering value to their key customers and stakeholders. The outcome of this book is that excellence assessors will have a superior and more dynamic understanding of organisational thinking in all the critical facets. It will enable them to carry out the assessment in a more focused, expert manner as they will be able to scrutinise with clear understanding and with confidence that they can evaluate correctly on the one hand, but also that they can prescribe what is needed on the other hand.</p>	
	<p>Title</p> <p>ISBN</p> <p>Binding</p> <p>Published</p> <p>Selling Price</p> <p>Size</p>	<p>Excellence Professionals: A Useful Guide 978-1-906993-11-5 Paperback 17 Jan 2011 £29.95 A5</p>
<p>Description</p>	<p>Excellence professionals are a new breed of career minded and dedicated professionals who support the growth and development of organisations. The book presents the profession of assessment for excellence through considerable review of the evolution of similar professions over the last 100 years or so. It also tracks the original birth of the word 'assessment' and links organisational assessment with the inception of the first quality awards in the USA, initially, and later in Europe and gradually spreading to different parts of the world. The book also covers the various skills and competencies that true excellence professionals who are associated with external assessment of organisations must possess.</p>	
	<p>Title</p> <p>ISBN</p> <p>Binding</p> <p>Published</p> <p>Selling Price</p> <p>Size</p>	<p>Total Transformational Thinking in Academic Leadership: A New DNA 978-1-906993-09-2 Paperback 29 Jan 2010 £16.95 A5</p>
<p>Description</p>	<p>It is very hard for leaders to come to grips with the notion of Excellence, particularly that in the 21st century we are often referring to a moving target. Excellence does not happen by itself, but it has to be achieved through visionary leadership and a continuous drive of value, high quality standards and superior performance outcomes. The role of leadership in an academic context is therefore not dissimilar to the one that takes place in the private sector or in other public sector contexts. Not only do universities and other institutions of higher learning need to focus on identifying the critical factors that are required for developing a vision for excellence, driving it and delivering its outcomes, they also need to create a continuum of leadership roles at various levels so as to ensure a total engagement, a total alignment and a high impact visionary effort.</p>	

	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Quality in eBusiness: The New DNA 978-1-906993-06-1 Paperback 18 July 2009 £19.95 A5</p>
Description	<p>This manuscript attempts to put together the aspect of quality that will help govern an e-based working environment, by going back to basics and understanding evolution and development of the internet phenomenon and how it works in practice, together with a critical analysis of quality factors that impinge on the management of an e-business organisation effectively, reliably, consistently and with high levels of dependability. This will be useful in managing quality in online business. There is also a chapter which refers to the practice of e-commerce in a non-profit context; this is particularly suitable for the e-Government context. Furthermore, there is comprehensive analysis and evaluation of the growth and development of online shopping behaviour and the associated quality issues and quality challenges involved in this context.</p>	
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Emotionally Attached: Wooing and Taking Vows with Customers 978-1-906993-07-8 Paperback 18 July 2009 £19.95 A5</p>
Description	<p>The meaning of customer experience in the 21st century is equated with the new quality. Indeed the customer experience is one that is defined by the customer, in many cases designed by the customer, the delivery aspects are dictated by the customer, and the fulfilment is judged by the customer. In a sense this new dimension of quality is owned by the customer in its entirety. Without active involvement of senior executives in driving customer centric cultures, the approach adopted for providing unique customer experiences will undoubtedly fail. How do we therefore ensure that executives at all levels have a key role to play in amplifying the message for customer centricity and in ensuring that unique experiences happen every day, at all levels within the organisation.</p>	
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Tetralogy Explained 978-1-906993-08-5 Paperback 01 Jan 2010 £4.95 A5</p>
Description	<p>Excellence Tetralogy is the result of significant research work that has been undertaken for a sustained period exceeding 20 years. Most of the elements proposed in the Excellence Tetralogy approach have been empirically tested and validated in most sectors of the economy and using different geographical contexts in various parts of the world. The Excellence Tetralogy, as opposed to Juran's Trilogy, is more concerned with the wider perspective of building the external business capability for sustaining itself and delivering expected growth and development. The Excellence Tetralogy has four key inter-connected and inter-dependent elements associated with it: 1. The leadership, 2. The capability, 3. The customer, 4. The business.</p>	

	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Tetralogy: Gutsy Leadership 978-1-906993-02-3 Paperback 18 July 2009 £24.95 A4</p> <p>Description Leadership in the modern context cannot be distracted from steering the organisations that they are responsible along the path to success, from the point of view of making useful and successful repeated journeys of realising competitive business performance on the one hand, but also the overall health and sustainability of the business has to be maintained for the long term. Leaders will have to use balanced judgment, scientific approaches based on information and analysis of markets, competition, customer feedback etc., and also they have to use cumulative experience on what makes sense and what pleases and delights the customer.</p>
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Tetralogy: Distinctive Capability 978-1-906993-03-0 Paperback 18 July 2009 £24.95 A4</p> <p>Description Business performance, which is defined as a relative concept, and has to be looked at in the context of sustainable performance and continuity of the business itself, is heavily dependent on a wide variety of orientations that need to be introduced within the business in a systematic way, nurtured and developed in the minds of employees, converted into practices, built in the operating systems and exploited to the full, so as to provide value internally and externally.</p>
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Tetralogy: Inspired Customer 978-1-906993-04-7 Paperback 18 July 2009 £24.95 A4</p> <p>Description The third element of the Excellence Tetralogy is perhaps the most important element and concerns the evolution of customer mentality and the emergence of the tribal customer. The implications of internet technology has meant that the adoption of the customer centric commerce philosophy has shifted from a drive towards fulfilling the tangible transactional needs of customers and delivering the economics of companies towards focusing on improving the economies of the individuals instead.</p>
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Tetralogy: Sustainable Business 978-1-906993-05-4 Paperback 18 July 2009 £24.95 A4</p> <p>Description The focus of leadership in terms of creating constancy of purpose and stimulating growth will be reflected in turn to show how the businesses focuses on its performance and on delivering its stakeholder impact. A model concept of sustainable business is to ensure that there is a paradigm shift from the traditional model of shareholder orientation towards a new concept of stakeholder orientation. The business element model explains various components that are necessary for creating a continuum of business growth and development based on an integrated approach to delivering growth and development.</p>

	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Total Quality Management: Contributions to Theory and Application 978-1-906993-00-9 Paperback 18 July 2009 £29.95 A5</p>
<p>Description</p>	<p>The compilation presents ideas and thoughts of TQM investigation going back to the mid-nineties, some of the ideas are related to scrutinizing the implementation of aspects of Total Quality Management in different organisational contexts and also in different cultures. The understanding therefore of the drivers of TQM implementation and the factors that inhibit the workings of TQM and particularly understanding the subtle differences between cultures is to be considered as a major contribution to ringing enlightenment in so far as introducing new innovations is concerned, but also in supporting the practicality of the existing management theories and blended theories, enriched by the addition of Total Quality Management thinking.</p>	
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Benchmarking and Performance Management: Contributions to Theory and Application 978-1-906993-01-6 Paperback 18 July 2009 £29.95 A5</p>
<p>Description</p>	<p>The compilation reflects a wide array of useful contributions to the body of knowledge in terms of sound theories, methodologies, approaches and critical analysis and critical evaluation of existing thinking and the suggestion of useful taxonomies that can help the research efforts move forward. The useful contributions to theory building are in terms of demonstrating the importance of non-financial performance evaluation, the integrated holistic methodologies for looking at measurement throughout the business value chain and the integration of internal performance measurement drives and the external perspective which is facilitated and supported by the use of benchmarking for comparative analysis, gap analysis and the development of improvement strategies. The compilation presents case studies and management thinking that can help researchers and practitioner's alike move.</p>	
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Total Quality Management: Deming and Juran - Gift to the World 1-904208-03-7 Paperback 2005 £24.95 A5</p>
<p>Description</p>	<p>This book is written with the primary intention to recognise the duo of Deming and Juran in bringing the TQM to the world and for incessant contribution throughout their lives in education and mentoring senior executives on the competitive benefits and virtues of quality to society. Deming's personality was, of course very different to that of Juran. Deming was irritable brusque and used to get frustrated at senior management's inability to accept quality as their main responsibility and to lead it from top. Juran on the other hand, has a different approach. He takes the view that although 80% of the problems of quality lie in the hand of senior managers, they have to be helped and supported to tackle these problems.</p>	

	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Toolkit: Building Enabling Capability 0-9545879-3-6 Hardback 2005 £39.95 A4</p>
	<p>Description</p>	<p>The book provides an ‘excellence toolkit’ intended to address questions, which may be on the minds of practitioners and researchers on what concepts of excellence might mean and how they can be applied. The logic of the book is based on a similar premise to the European Excellence Model. The book is also based in many years of research and consultancy work so all the ideas depicted is novel, but tried and tested. All the concepts covered are proven and have been applied in a wide range of industry contexts.</p>
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Excellence Toolkit: Delivering Sustainable Performance 0-9545879-4-4 Hardback 2005 £39.95 A4</p>
	<p>Description</p>	<p>This excellence toolkit provides for all areas of an organisation to be monitored for performance as opposed to just fixing problems. The book presents a comprehensive perspective on how results orientation can be developed by presenting performance measurement in different contexts be demonstrating how various tools and methods can be applied and by referring to best practice examples to illustrate and show how sustainable performance for excellence is possible.</p>
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Best Practice Organisational Excellence 0-9545879-0-1 Hardback 2003 £34.95 A4</p>
	<p>Description</p>	<p>A comprehensive text covering the key aspects of Best Practice Management supported with practice examples. Case studies are linked to the principal award criteria for business excellence in the UK, Europe and the USA.</p>
	<p>Title ISBN Binding Published Selling Price Size</p>	<p>Performance Excellence: A Practical Approach 0-9545879-1-X Hardback 2003 £39.95 A4</p>
	<p>Description</p>	<p>Analysis of the criteria for performance measurement and improvement to achieve business excellence is given in various applications. The methodology regarding Six Sigma is examined for performance measurement and quality costing evaluated. Benchmarking and the balanced scorecard system are demonstrated. Strategies for improvement by management and use of the business excellence model are discussed.</p>



Title	The 4 P's of Organisational Excellence
ISBN	0-9545879-2-8
Binding	Hardback
Published	2003
Selling Price	£39.95
Size	A4
Description	Organisational excellence depends on Policy, People, Processes and Performance (The 4 P's). The book is a thorough, extremely comprehensive text, which is a collection of various pieces of research, practical examples and detailed case studies in all the areas of the 4P's. It also covers supporting techniques, including supply chain management, business process re-engineering and investors in people.

Author and Editor: Professor Mohamed Zairi

Professor Zairi is the JURAN Chair in TQM and previously the SABIC Chair in Best Practice Management based at the European Centre for Best Practice Management, UK. Professor Zairi holds a BSc (Hon) in Polymer Sciences and Technology; MSc in Safety and Health and PhD in Management of Advanced Manufacturing Technology. He is currently The Executive Chairman of the European Centre for BPM and Assistant Chancellor for Strategy and Growth at Hamdan Bin Mohammed eUniversity in Dubai.

Professor Zairi has been involved in guiding, mentoring and advising on the implementation of excellence in both the government and private sector context. He has also acted in the capacity of Jury Chairman of various prestigious international awards.

Professor Zairi has been awarded The Ishikawa/Harrington Medal (2005) for his significant contribution in 12 Asian countries by the Asian Pacific Quality Organisation (APQO). He has also been awarded the Grand Master Six Sigma Medal (2005) for unique contribution to the growth of quality initiatives, the development of tools and systems and the impact of organisational business performance in various parts of the World. In 2007, he received the Lancaster Medal by The American Society for Quality (ASQ), for his outstanding contribution to contributions to the international fraternity of quality professionals. In 2010, he was presented with the 2009 ASQ Grant Medal for the development of exceptionally meritorious, technologically innovative, and intellectually challenging quality management educational programs. He was also presented with the Yoshio Kondo Academic Prize (2010) for outstanding research that has advanced the global body of quality knowledge.



