

Exceeding Customer Expectations What Enterprise Americas 1 Car Rental Company Can Teach You About Creating Lifetime Customers

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A Practical Guide to Successfully Implementing an ECM Solution Health Communications, Inc.
This book contains revised papers from the 17th International Conference on Enterprise Information Systems, ICEIS 2015, held in Barcelona, Spain, in April 2015. The 31 papers presented in this volume were carefully reviewed and selected from a total of 327 submissions. The book also contains one full-paper invited talk. The selected papers reflect state-of-the-art research that is oriented toward real-world applications and highlight the benefits of information systems and technology for industry and services. They are organized in topical sections on databases and information systems integration, artificial intelligence and decision support systems, information systems analysis and specification, software agents and Internet computing, human – computer interaction, and enterprise architecture.
International Conference on Humanity and Social Science, (ICHSS2014) Macmillan

Enterprise Agility is practical framework for enhancing Agility and equipping your company with the tools to survive. Key Features Prepare your company to navigate the rapidly-moving business world Enhance Agility in every component of your organization Build a framework that meets the unique requirements of your enterprise Book Description The biggest challenge enterprises face today is dealing with fast-paced change in all spheres of business. Enterprise Agility shows how an enterprise can address this challenge head on and thrive in the dynamic environment. Avoiding the mechanistic construction of existing enterprises that focus on predictability and certainty, Enterprise Agility delivers practical advice for responding and adapting to the scale and accelerating pace of disruptive change in the business environment. Agility is a fundamental shift in thinking about how enterprises work to effectively deal with disruptive changes in the business environment. The core belief underlying agility is that enterprises are open and living systems. These living systems, also known as complex adaptive systems (CAS), are ideally suited to deal with change very effectively. Agility is to enterprises what health is to humans. There are some foundational principles that can be broadly applied, but the definition of healthy is very specific to each individual. Enterprise Agility takes a similar approach with regard to agility: it suggests foundational practices to improve the overall health of the body—culture, mindset, and leadership—and the health of its various organs: people, process, governance, structure, technology, and customers. The book also suggests a practical framework to create a plan to enhance agility. What you will learn Drive agility-oriented change across the enterprise Understand why agility matters (more than ever) to modern enterprises Adopt and influence an Agile mindset in your teams and in your organization Understand the concept of a CAS and how to model enterprise and leadership behaviors on CAS characteristics to enhance enterprise agility Understand and convey the differences between Agile and true enterprise agility Create an enterprise-specific action plan to enhance agility Become a champion for enterprise agility Recognize the advantages and challenges of distributed teams, and how Agile ways of working can remedy the rough spots Enable and motivate your IT partners to adopt Agile ways of working Who this book is for Enterprise Agility is a tool for anyone with the motivation to influence outcomes in an enterprise, who aspires to improve Agility. Readers from the following backgrounds will benefit: chief executive officer, chief information officer, people/human resource director, information technology director, head of change program, head of transformation, and Agile coach/consultant.

The Accidental Marketer J. Ross Publishing
CIMA Official Learning Systems are the only textbooks recommended by CIMA as core reading. Written by the CIMA examiners, markers and lecturers, they specifically prepare students to pass the CIMA exams first time. Fully updated to reflect the 2010 syllabus, they are crammed with features to reinforce learning, including: - step by step coverage directly linked to CIMA's learning outcomes - fully revised examples and case studies - extensive question practice to test knowledge and understanding - integrated readings to increase understanding of key theory - colour used throughout to aid navigation * The Official Learning systems are the only study materials endorsed by CIMA * Key sections written by former examiners for the most accurate, up-to-date guidance towards exam success * Complete integrated package incorporating syllabus guidance, full text, recommended articles, revision guides and extensive question practice

Using the Principles of Lean to Create and Deliver Innovation to Customers Lulu.com
The second edition of Enterprise Excellence Handbook is a step-by-step guide to success designed for leaders and practitioners. It is organized in five major sections describing strategy, culture, project management, problem solving, and workshop facilitation. It is a must-have resource that will guide you in creating immediate and sustainable value for your organization. This Handbook includes: Strategy Driven for Success to define, deploy, and achieve strategic objectives; Cultural Engagement for Success to create an engaged and high-performing culture; Project Management for Success to complete projects within budget and on time; Problem Solving for Success to eliminate the root cause and implement a sustainable solution; Workshop Facilitation for Success to efficiently and effectively facilitate fast-paced events – problem-solving

workshops and other types of workshops. With the purchase of this handbook, the reader has access to a downloadable file containing all templates referenced in the book.

Business Excellence Exceeding Customer ExpectationsWhat Enterprise, America's #1 Car Rental Company, Can Teach You about Creating Lifetime Customers
The Lean Extended Enterprise: Moving Beyond the Four Walls to Value Stream Excellence provides executives, managers and educators with a comprehensive implementation plan for implementing enterprise wide lean. It illustrates how to integrate lean, six sigma, kaizen and enterprise resources planning into a total business improvement initiative, beyond the four walls of an organization.

Enterprise Systems and Technological Convergence AuthorHouse
The workplace has become a hotbed of social toxicity – from the #MeToo movement to WeWork, it's clear that abusive bosses and entrenched cultures of discrimination have become more prevalent than ever. Such behaviour is not only simply wrong and damaging to its victims – it also results in reduced productivity, higher employee turnover, and can often leave a stain upon the wider reputation of an organization. In Toxic, Clive Lewis draws upon his decades of experience in HR and mediation to distill the problems and underlying causes of toxic workplaces before tackling the issue head-on. He draws upon first-hand case studies from an eclectic array of workplaces (from corporate offices to hospitals) to demonstrate how toxicity can be both prevented and resolved. This is a practical guide for business leaders and HR professionals looking to preserve a peaceful workplace, while also providing tips for employees looking to remain productive and focused when working with troublesome colleagues in difficult environments.

Power Tools for People Who Find Themselves in Marketing Roles Enso Books
Explaining how to use Lean principles to drive innovation and strategic portfolio planning, The Innovative Lean Enterprise: Using the Principles of Lean to Create and Deliver Innovation to Customers outlines simple, yet powerful, visual Lean tools that can enhance idea generation and product development. It starts with a discussion of Lean principles and then identifies the applicable portions of Lean that can drive customer value. The book discusses customer value in the form of the benefits your customers desire. It walks you through the processes of using Lean techniques to effectively evaluate the quality of any prospective marketing opportunity and includes examples from a variety of industries, including healthcare. The text discusses value creation, reduction of waste, entrepreneurial system designer, set-based concurrent engineering, and Lean project management. It also includes numerous examples of visual management tools as they apply to innovation to help you develop the understanding required to achieve a competitive advantage for your brand, division, or company through Lean.

Enterprise Contract Management John Wiley & Sons
In the Two Factor Theory of Customer Service, author David L. Elwood nudges the entire field of customer service toward becoming a professional discipline. Customer service is not a casual, do-it-if-you-think-of-it aspect of business; customer service is a real business product that stands beside the primary product of every business enterprise; it is inescapable and it is inextricably tied to profits. Elwood uses easy to follow ideas that open the door to fresh, persuasive perceptions of the fundamental dimensions of customer service events: accessible, emotional, temporal, informational, solutional, aptitudinal, and relational. The essence of Elwood's message is that the more clearly and deeply one understands customer service events, the more effective he or she will become at delivering customer service straight to the customer. And, as powerful, empirical research findings have shown, delivery of Superior Customer Service goes hand in hand with superior profits. The Two Factor Theory of Customer Service will delight everyone looking for a systematic approach to understanding and classifying the seemingly unending differences found in published examples of Superior Customer Service, and it will brighten the pathway for each provider seeking to increase profits. Without question, you ARE in the customer service business --- the only question is whether you are doing it well. Want a 'quick read' at the airport terminal that'll entertain more than transform? Two Factor Theory of Customer Service isn't it! Elwood skips the clichés while delivering a perfect balance of theory and immediate application that will change how you see your customers, and more importantly how your customers will see you (again and again and again...). Jay Martinson, Ph.D. Chair, Communications Department, Olivet Nazarene University
What Enterprise, America's #1 Car Rental Company, Can Teach You about Creating Lifetime Customers Crown Pub

Your go-to project management guide! Project managers are among the most sought-after people in today's business universe. Here's your one-stop guide to all the information and advice you need for masterful project management! Hone your skills in sizing, organizing, scheduling, and handling projects to help teams maximize their productivity as you make yourself indispensable. Whether you're new to project management or an experienced pro, this book has the resources you need to get the job done. 7 Books Inside... Project Management For Dummies Agile Project Management For Dummies Project Management Checklists For Dummies PMP Certification All-in-One For Dummies Scrum For Dummies Microsoft Project 2019 For Dummies Enterprise Agility For Dummies

E1: Enterprise Operations Springer
Discover how to implement an effective IT governance structure forthe long-term success of an extended enterprise IT is no longer an enabler of corporate strategy, it is now the keyelement of corporate strategy. Governance of the ExtendedEnterprise explores how some of the world's most successfulenterprises have integrated information technology with businessstrategies, culture, and ethics to optimize information value,attain business objectives, and capitalize on technologies inhighly competitive environments. Providing a process for change and a governance model, Governanceof the Extended Enterprise encompasses the latest emergingpractices from major information and knowledge businesses,providing a major new knowledge resource for enterprises. It alsoopens up new avenues of practice in strategy setting, enterprisemanagement, control assessment, and risk management. From sales-force automation to workgroup collaboration, formsprocessing to knowledge management systems, customer service totechnical support, Governance of the Extended Enterprise will helpreaders improve IT governance in all facets of their organization.

The Innovative Lean Enterprise BoD – Books on Demand
Enterprise Systems have been used for many years to integrate technology with the management of an organization but rapid technological disruptions are now creating new challenges and opportunities that require urgent consideration. This book reappraises the implementation and management of Enterprise Systems in the digital age and investigates the vital link between business processes, information technology and the Internet for an organization's competitive advantage and success. This book primarily focuses on the implementation, operation, management and integration of Enterprise Systems with fastemerging disruptive technologies such as blockchains, big data, cryptocurrencies, artificial intelligence, cloud computing, data mining and data analytics. These disruptive technologies are now becoming mainstream and the book proposes several innovations that organizations need to adopt to remain competitive within this rapidly changing landscape. In addition, it examines Enterprise Systems, their components,

architecture, and applications and enlightens readers on the benefits and shortcomings of implementing them. This book contains primary research on organizations, case studies, and benchmarks ERP implementation against international best practice.

Elsevier
Executives in the most forward-thinking businesses are taking project management beyond specific projects in manufacturing, product development, and IT, and adopting its powerful methods company-wide. This book describes in detail the four key functions, also known as the Four Pillars of the EPMO House of Excellence, that are crucial to building an effective Enterprise Project Management Office (EPMO).

52 Remarkable Ways to Inspire Excellence and Drive Results Lulu Press, Inc
The best-selling author of Making Dough examines the simple business philosophy espoused by Enterprise Rent-A-Car, which places an emphasis on both the customer and the employee, and how such principles as customer service, employee rewards, a friendly workplace, and other lessons can be applied to promote profitability. 30,000 first printing.

Flying Ahead of the Airplane Cambridge University Press
Globalization, increased economic and geopolitical uncertainty, technological advancements, and a rise in the number of regulations and legislations have led to a significant rise in the importance, volume, and complexity of modern contractual agreements. Yet, in spite of these profound changes, many organizations still manage the contracting process in a fragmented, manual, and ad-hoc manner, resulting in poor contract visibility, ineffective monitoring and management of contract compliance, and inadequate analysis of contract performance. The net effect of this has been a heightened interest in re-engineering and automation of Enterprise Contract Management (ECM) processes across industry sectors and geographies. Enterprise Contract Management: A Practical Guide to Successfully Implementing an ECM Solution addresses all the questions surrounding ECM, ECM solutions, and the project management, change management, and risk management considerations to ensure its successful implementation. This concise text will help your organization manage the challenges of the contract life cycle and the key success factors and pitfalls in a typical ECM solution. It is a must read for corporate executives, buyers, procurement and strategic sourcing specialists, contract administrators and procurement managers. There is currently no other book available on ECM solutions. All existing books on contract management focus on the legal aspects of contracts, but none describe the functions, features, capabilities of technology solutions that support ECM, nor do they explain the key considerations for ensuring a successful ECM solution implementation.

WORK LIKE YOU OWN IT! 20 Ways to Go From Meeting to Exceeding Your Customers' Expectations Packt Publishing Ltd
Enterprise Process Management Systems: Engineering Process-Centric Enterprise Systems using BPMN 2.0 proposes a process-centric paradigm to replace the traditional data-centric paradigm for Enterprise Systems (ES)--ES should be reengineered from the present data-centric enterprise architecture to process-centric process architecture to be called as Enterprise Process Management Systems (EPMS). The real significance of business processes can be understood in the context of current heightened priority on digital transformation or digitalization of enterprises. Conceiving the roadmap to realize a digitalized enterprise via the business model innovation becomes amenable only from the process-centric view of the enterprise. This pragmatic book: Introduces Enterprise Process Management Systems (EPMS) solutions that enable an agile enterprise. Describes distributed systems and Service Oriented Architecture (SOA) that paved the road to EPMS. Leverages SOA to explain the cloud-based realization of business processes in terms of Web Services. Describes how BPMN 2.0 addresses the requirements for agility by ensuring a seamless methodological path from process requirements modeling to execution and back (to enable process improvements). Presents the spreadsheet-driven Spreadsheets Application Development (SAD) methodology for the design and development of process-centric application systems. Describes process improvement programs ranging right from disruptive programs like BPR to continuous improvement programs like lean, six sigma and TOC. Enterprise Process Management Systems: Engineering Process-Centric Enterprise Systems using BPMN 2.0 describes how BPMN 2.0 can not only capture business requirements but it can also provide the backbone of the actual solution implementation. Thus, the same diagram prepared by the business analyst to describe the business’s desired To-Be process can also be used to automate the execution of that process on a modern process engine.

Operational Level Society of Manufacturing Engineers
This book is the result of a journey that began with my first day of work as a restaurant busboy. On my first day of work, my manager said to me, "Work in this restaurant like you own it!" My manager challenged me to go beyond the basic expectations of my job title and dare to work with pride, passion and professionalism. I quickly understood that despite the leaders' best efforts, at some point the line staff has to step up and work with a sense of ownership. All 20 chapters of this book will provide multiple perspectives on how to be the best service professional you can be. Each chapter ends with a powerful activity that is designed to help reinforce the key learning points. About the AuthorDr. Bryan Williams is a service consultant, trainer, and author. His specialty areas include service excellence, employee engagement, and quality improvement.Learn more about Bryan and B.Williams Enterprise at www.bwenterprise.net .

Project Management All-in-One For Dummies John Wiley & Sons
Drawing from the experience of Enterprise, the global car rental powerhouse, a management expert shows business leaders how to build an army of loyal customers and devoted employees to thrive in today's competitive world.

Design and deliver valuable business APIs John Wiley & Sons
An organization seeking to sustain and continually improve its competitive performance over many years must have a strategy – a Business Excellence Strategy.This book guides and illustrates the strategic journey to excellence, from major initiatives through everyday improvement programs, and helps the reader achieve of important strategic objectives and goals. This business excellence program will unite employees, internal and external customers, and suppliers through a common set of goals. It will help your organization improve at a pace that will outperform the competition and will elevate your company's reputation and marketshare.

The Power of Focus Tenth Anniversary Edition Ashgate Publishing, Ltd.
A practical guide for inexperienced marketers who have to develop a marketing strategy With technology being built into products of all kinds, many businesses are hiring scientists, engineers, and designers to fulfill strategic marketing and product management roles. The Accidental Marketer is a practical guide for employees who are now responsible for developing strategy. These marketers will be able to immediately and successfully apply the ten tools featured in the book to create powerful strategies that increase sales and profits for any product in any industry. Explains how great marketers uncover insights about customers that competitors miss and use new insights to create a range of strategic options for their marketing plans Shows how the best marketers execute their strategies through developing innovative branding and communication plans and value propositions The Accidental Marketer allows any inexperienced marketer to step into a new role and develop an effective strategy.

Turning Every Customer and Employee Into a Raving Fan for Your Brand John Wiley & Sons
Your business reputation can take years to build—and mere minutes to destroy The range of business threats is evolving rapidly but your organization can thrive and gain a competitive advantage with your

business vision for enterprise risk management. Trends affecting markets—events in the global financial markets, changing technologies, environmental priorities, dependency on intellectual property—all underline how important it is to keep up to speed on the latest financial risk management practices and procedures. This popular book on enterprise risk management has been expanded and updated to include new themes and current trends for today's risk practitioner. It features up-to-date materials on new threats, lessons from the recent financial crisis, and how businesses need to protect themselves in terms of business interruption, security, project and reputational risk management. Project risk management is now a mature discipline with an international standard for its implementation. This book reinforces that project risk management needs to be systematic, but also that it must be embedded to become part of an organization's DNA. This book promotes techniques that will help you implement a methodical and broad approach to risk management. The author is a well-known expert and boasts a wealth of experience in project and enterprise risk management Easy-to-navigate structure breaks down the risk management process into stages to aid implementation Examines the external influences that bring sources of business risk that are beyond your control Provides a handy chapter with tips for commissioning consultants for business risk management services It is a business imperative to have a clear vision for risk management. Simple Tools and Techniques for Enterprise Risk Management, Second Edition shows you the way.