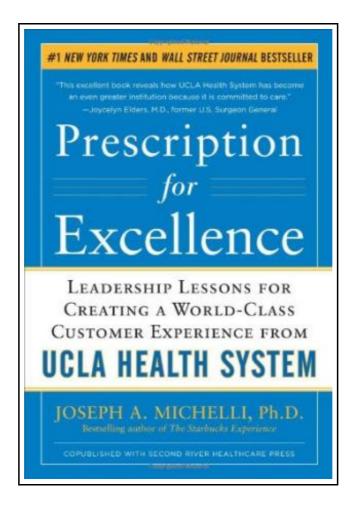
Prescription for Excellence: Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System



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Reviews

Absolutely one of the best book I have ever study. It is actually writter in simple terms rather than confusing. I realized this pdf from my dad and i suggested this pdf to understand. (Garry Quigley)

PRESCRIPTION FOR EXCELLENCE: LEADERSHIP LESSONS FOR CREATING A WORLD-CLASS CUSTOMER EXPERIENCE FROM UCLA HEALTH SYSTEM



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McGraw-Hill. Hardcover. Book Condition: New. Hardcover. 320 pages. Dimensions: 9.0in. x 6.2in. x 1.2in.Joseph Michelli, author of The Starbucks Experience and The New Gold Standard, is among the worlds top authorities on the principles of creating an organizational culture dedicated to service excellence. In these bestselling books, he examines how leading service companies dominate their respective industries with innovative customer experience strategies. Now, Michelli turns his attention to one of the most complex, controversial, and critical industrieshealthcare. In Prescription for Excellence, Michelli provides an inside look at an organization that has become the envy of its industryand explains how you can dominate your own industry by using the same approach. UCLA Health System is revered worldwide for its top-tier patientcustomer care. Great physicians, nurses, researchers, and staff are only part of the equation; UCLAs overall success is a result of organization-wide collaboration that is driven by leaders with a shared vision of unyielding excellence. Michelli breaks down UCLAs approach into five simple principles: Commit to Care Leave No Room for Error Make the Best Better Create the Future Service Serves Us From administrative offices to operating rooms to research centers, continued adherence to these five principles has guided UCLA to financial strength, social significance, and sustainability. The best part is that these principles translate to any industry, so you, too, can achieve similar goals. Michelli gives you the tools to adapt UCLAs ideas, systems, and leadership principles into your own best practices. Whether it is a healthcare organization, a financial institution, or a neighborhood hair salon, good business begins and ends with customer connection. When all workers in an organization focus on providing quality care for those they serve, success inevitably follows. Business is always personal; UCLAs leadership ensures that this simple truth drives every UCLA employee, every day. Apply...

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