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Employees First Customers Second Turning

The premise - somewhat provocatively named 'employees first, customers second' - is that often most value in companies is generated at the bottom layers of the pyramid and that it is exactly those people there that should be empowered by management, so as to deliver the maximum value to the customer.

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The premise - somewhat provocatively named 'employees first, customers second' - is that often most value in companies is generated at the bottom layers of the pyramid and that it is exactly those people there that should be empowered by management, so as to deliver the maximum value to the customer. In the end, as the author repeatedly ...

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Employees First, Customers Second: Turning Conventional ...

One small idea can ignite a revolution just as a single matchstick can start a fire. One such idea—putting employees first and customers second—sparked a revolution at HCL Technologies, the IT...

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Employees First, Customers Second: Turning Conventional ...

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One small idea can ignite a revolution just as a single matchstick can start a fire. One such idea—putting employees first and customers second—sparked a revolution at HCL Technologies, the IT services giant. In this candid and personal account, Vineet Nayar—HCLT's celebrated CEO—recounts how he defied the conventional wisdom that companies must.

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Employees First, Customers Second-Vineet Nayar 2010 Imagine a management philosophy based not upon serving a company's customers, but on serving the company's employees. Vineet Nayar, CEO of HCL Technologies in India, has put such a philosophy into practice with remarkable results. His "employee first, customer second" mantra has been ...

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Employees First Customers Second Turning Conventional ...

create a different shared value: enhance employees first and customers second. So, by putting employees first can bring about fundamental change in the way a company creates and delivers unique value for its customers.

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Employees first customers second - SDMIMD

Employees First, Customers Second – Turning Conventional Management Upside Down. Fresh Business Thinking. Posted in Leadership. on 9th June 2010. 3 minute read. Newsletter Signup. Share: 09/06/2010. Turning Conventional Management Upside Down. By Vineet Nayar, CEO, HCL Technologies ...

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