

Customer Friendly The Organizational Architecture Of Service

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Customer Friendly: The Organizational Architecture of ...
Customer friendly is a term for products, services and experiences that are designed from the customer's point of view. Many firms adopt the principle that what is good for the customer, is good for the firm and seek to make decisions from a customer perspective. The following are illustrative examples.

5 Examples of Customer Friendly - Simplificable
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Customer friendly : the organizational architecture of service. [James T Ziegenfuss] -- "This book helps us understand how we develop high performance organizations - in this case, organizations that consistently deliver high quality service.

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The need for customer friendly organizations exists across fields and industries. Corporate leaders have long known the value of customer support. Even public agency leaders increasingly recognize the need to offer better service to citizens. This book presents the organizational architecture of customer friendly organizations. How do some private companies and public agencies become customer friendly-by accident or design? Academics and practicing managers know that organizational design affects behavior. This book helps us understand how we develop high performance organizations-in this case, organizations that consistently deliver high quality service. It builds on the theory and application of "systems thinking" to organization design and behavior by showing how products, structure, psychological climate, culture, and leadership work together to produce customer friendly experiences. Beginning with the architectural model, the book offers a series of cases to illustrate the application: hospital, auto manufacturer, airline, hotel, bank, university, and library.

American citizens assume that the future for this country will be a future much like the past-beautiful in many respects. This optimistic view is now countered by those who see a country in decay, struggling to address problems in health care, education, the environment, international affairs, and other sectors. This book calls on citizens and their leaders to build the future they most desire. The future should not happen to citizens but instead be created by citizens. In part one, this book examines the reasons for future building and the processes for doing so through interactive public sector-private sector dialogue and by applying methods of continuous improvement, reengineering, and visioning. In part two, Ziegenfuss presents scenarios of America's future that include the country's points of decay, trends, vision, and strategies in each of the "parts of America," meaning energy, health care, transportation, business, housing and urban development, education, arts and entertainment, science, environment, agriculture, international affairs and defense, and law and justice. Public and private citizens, especially students, teachers, and planners are encouraged to lead the debates with hope and vision, defining the future they most desire. Book jacket.

Scholars pay tribute to late Southern Baptist philosopher and apologist L. Russ Bush, remembering his efforts to engage the culture for Christ. Contributors include Norman Geisler and Richard Land.

Every enterprise architect faces similar problems when designing and

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governing the enterprise architecture of a medium to large enterprise. Design patterns are a well-established concept in software engineering, used to define universally applicable solution schemes. By applying this approach to enterprise architectures, recurring problems in the design and implementation of enterprise architectures can be solved over all layers, from the business layer to the application and data layer down to the technology layer. Inversini and Perroud describe patterns at the level of enterprise architecture, which they refer to as Enterprise Architecture Patterns. These patterns are motivated by recurring problems originating from both the business and the underlying application, or from data and technology architectures of an enterprise such as identity and access management or integration needs. The Enterprise Architecture Patterns help in planning the technological and organizational landscape of an enterprise and its information technology, and are easily embedded into frameworks such as TOGAF, Zachman or FEA. This book is aimed at enterprise architects, software architects, project leaders, business consultants and everyone concerned with questions of IT and enterprise architecture and provides them with a comprehensive catalogue of ready-to-use patterns as well as an extensive theoretical framework to define their own new patterns.

Provides research on e-government and its implications within the global context. Covers topics such as digital government, electronic justice, government-to-government, information policy, and cyber-infrastructure research and methodologies.

"This book compiles estimable research on the global trend toward the rapidly increasing use of information technology in the public sector, discussing such issues as e-government and e-commerce; project management and information technology evaluation; system design and data processing; security and protection; and privacy, access, and ethics of public information technology"--Provided by publisher.

The papers in this volume reflect the current research and development of advanced manufacturing software. They may be categorized as follows: New Concepts towards CIM, Product Realization through Product/Process Modelling, Intelligent Management and Control of Manufacturing Activities, and Development of CIM Systems.

This text discusses the emerging trend in product development and research that focuses on the increasingly important relationship between computer systems and social systems. The text emphasizes the significance of building tools to help people work together and the need for the identification of key factors within an organization to create systems more beneficial to users. Also contained are reviews of current research and discussions of both established tools, such as electronic mail and computer conferencing, and those newly developed

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programs that emphasize "work group" productivity over individual productivity.

This book aims at capitalizing and transmitting know-how about the design of Augmented Environments (AE) from some of the most prominent laboratories in the field worldwide. The authors belong to the RUFAE network (Research on User-Friendly Augmented Environments, founded in 2002) who meet in research seminars to share experience; Writing this book was perceived as an opportunity to look back over the last few years to sum up important findings; and formalize their approach and experience, which they never had the time or opportunity to do. Although the authors of this book have very different backgrounds, striking similarities emerge in their approach and design principles: never-endingness, activity-orientedness, continuous design, realism are some of the pillars of this approach; enabling to deal with the complex, heterogeneous, multi-user and multi-purpose constructions which AE designers have to face. The book illustrates how these principles enabled them to construct robust, efficient, and user-friendly Augmented Environments in spite of the many challenges to make these operational. We hope their experience will help the reader. Primary audience: Academics, Students and Professionals involved in the CHI, CSCW, Ubicomp, Cooperative Building communities. Computer Scientists interested by end-users and applications, Social Scientists operating in the IT domain, IT & Organization Consultants. Secondary audience: Developers of office and conferencing applications or middleware, Architects of office buildings, Space Planners, Designers; Facility Managers; IT, furniture & building Business Communities.

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