



## Everything Counts: 52 Remarkable Ways to Inspire Excellence and Drive Results (Hardback)

By Gary Ryan Blair

John Wiley and Sons Ltd, United Kingdom, 2009. Hardback. Condition: New. Language: English. Brand New Book. Everything Counts! is an execution strategy for inspiring excellence and driving exceptional results. Too many people and organizations are mired in a mediocrity of their own making. They focus their attention and efforts on getting the big things right, but they ignore the little things that often make a big difference. As a result, reputations are damaged, brands diluted, and loyalty is lost by blatant disregard for the small stuff which negatively impacts the customer experience. For years, we ve been taught not to sweat the small stuff, but in the real world of business, Everything Counts. Everything Counts is a call to greater awareness and with awareness comes a responsibility to raise the performance bar. It offers a powerful operating philosophy that will steer your organization to reach higher levels of growth, productivity, and performance. From the smallest customer contact to the most minute details of product quality, the little things add up to a pretty big deal. Serving as the definitive guide on organizational and personal mastery, this book gives you a foundation for unparalleled customer service, superior quality, and consistent...



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