

Karl Albrecht

SERVICIO AL CLIENTE INTERNO

Cómo solucionar la crisis de liderazgo
en la gerencia intermedia

Paidós Empresa 7

Servicio Al Cliente Interno Como Solucionar La Crisis Del Liderazgo En La Gerencia Intermedia

Karin Nielsen-Saines



Servicio Al Cliente Interno Como Solucionar La Crisis Del Liderazgo En La Gerencia Intermedia:

Servicio al cliente interno Karl Albrecht,1992 *Servicio al cliente interno* Karl Albrecht,1992 En un momento en que la gerencia intermedia se esta convirtiendo en una simple burocracia que presta mayor atencion a las reglas y a los procedimientos que a los resultados el autor de este libro utilizando un concepto absolutamente innovador muestra como se puede moviliza a ese importantisimo sector de la empresa para ayudarlo a reencauzar sus energias y lograr un servicio de calidad Empleando el revolucionario concepto de servicio interno que ya introdujo en libros anteriores Karl Albrecht describe los procedimientos necesarios para incrementar la cooperacion y la productividad entre los departamentos de manera que toda la organizacion trabaje en equipo de un modo eficiente desarrollando la estrategia de la empresa Asi el autor muestra entre otras cosas como se utilizan ciertos metodos para vencer la llamada inercia del nivel medio como se crea un servicio interdepartamental que en lugar de obstaculizar la tarea permita que esta fluya libremente dentro de la empresa como se acaba con la competencia entre los departamentos y como se perfecciona el funcionamiento de la organizacion y se aumenta la productividad con el fin de brindar un mejor servicio a los clientes En definitiva este libro ofrece algo mas que una teoria de los servicios Albrecht muestra exactamente como poner en practica esos nuevos conceptos estableciendo puntos de referencia para medir el nivel del servicio dentro de su compania Asimismo ayuda a comprender y definir al cliente interno y proporciona un metodo graduado por etapas para orientar a los empleados en la utilizacion de este nuevo enfoque

Reflexiones para implementar un sistema de gestión de calidad (ISO 9001: 2000) en cooperativas y empresas de economía solidaria , *Revista Aibda* Asociación Interamericana de Bibliotecarios y Documentalistas
Agrícolas,Asociación Interamericana de Bibliotecarios, Documentalistas y Especialistas en Información Agrícola,

Selección De Talentos En La Era Digital, La Daniel Martínez,2022-04-06 Los cambios en el mundo de los negocios producto de irrupci n las nuevas tecnolog as digitales desaf an a los profesionales de Recursos Humanos a revisar sus propias formas de gesti n De manera sencilla pero exhaustiva Daniel Mart nez nos presenta la agenda del selector para abordar los temas que se avecinan la aplicaci n de la inteligencia artificial el inbound recruiting el employee journey map y la gesti n de la diversidad en selecci n Propone adem s un cambio del paradigma Yo elijo t aceptas por el Yo elijo t eliges que ubica en un lugar distinto al candidato y obliga a integrar selecci n y fidelizaci n en la empresa como un solo proceso Aborda tambi n los puntos cr ticos del proceso de selecci n mediante tips concretos a fin de evaluar con precisi n las competencias del aspirante En suma una lectura imprescindible para conocer y asimilar las nuevas condiciones que imponen la selecci n de personal y la b squeda de nuevos talentos en las organizaciones **Numero** ,1994 *Procesos administrativos y calidad del servicio de formación de profesionales en la Universidad del Zulia* Susana Gómez Arvelo,2012 Número ,1994 **Revista AIBDA** ,2000 **Revista de Fomento Social** ,1992 Diario oficial de la federación Mexico,2006 *Diario oficial* Mexico,2006

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cliente interno Rigoberto Martínez, 2016-05-01 Sigue conservando la finalidad inicial que no es otra que contribuir con la gestión administrativa siendo una herramienta de fácil consulta y entendimiento para las personas que de una u otra forma están relacionadas con la contratación estatal no solo para los que dirigen la contratación entidades adquirentes o compradoras sino también para las personas interesadas en contratar con el Estado en calidad de proveedores y en general para toda la comunidad que en desarrollo de la facultad constitucional quiera realizar la vigilancia de la contratación en busca de la moralización administrativa el adecuado manejo de los recursos públicos que permita el logro de los fines estatales y con ello el bienestar social

The Enigmatic Realm of **Servicio Al Cliente Interno Como Solucionar La Crisis Del Liderazgo En La Gerencia Intermedia**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing in short supply of extraordinary. Within the captivating pages of **Servicio Al Cliente Interno Como Solucionar La Crisis Del Liderazgo En La Gerencia Intermedia** a literary masterpiece penned with a renowned author, readers set about a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting impact on the hearts and minds of those that partake in its reading experience.

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