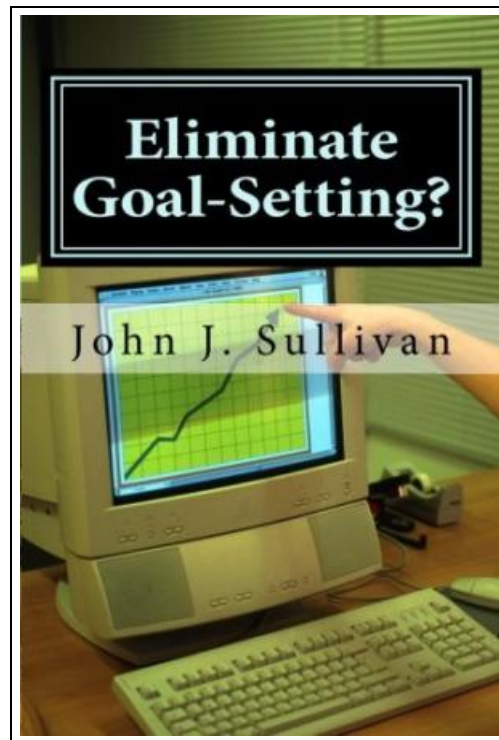


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(Mr. Kevin Herzog)

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Createspace, United States, 2012. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.W. Edwards Deming s 11th Point for Management reads, Eliminate management by objective. Eliminate management by numbers, numerical goals. Substitute leadership. Was Deming really repudiating one of Peter Drucker s most respected tools for leaders, Management by Objectives? Does this mean that goal-setting is an inappropriate leadership tool? John Sullivan argues that Deming did not mean the elimination of goal-setting as a leadership tool. What he was opposed to was the misuse and abuse of goal-setting by leaders who had little or no knowledge of the processes under study. Sullivan shows leaders the proper use of MBO as a management tool by defining its principles, creating SMART goals, and treating employees with dignity and respect while fully involving them in the goal-setting process.



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