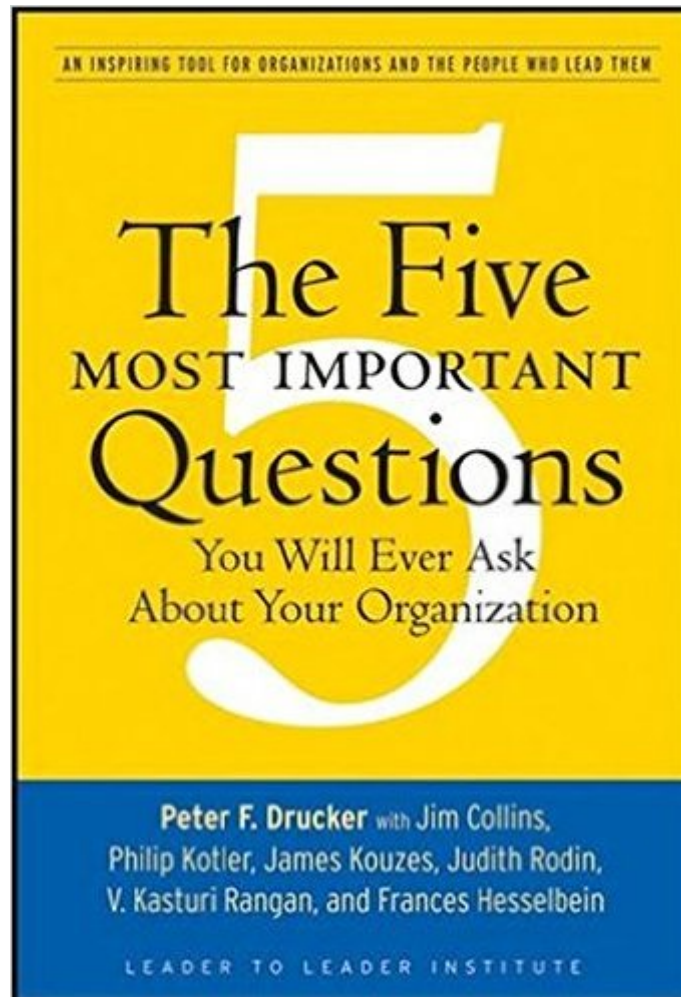


The book was found

The Five Most Important Questions You Will Ever Ask About Your Organization



Synopsis

With Peter Drucker's five essential questions and the help of five of today's thought leaders, this little book will challenge readers to take a close look at the very heart of their organizations and what drives them. A tool for self-assessment and transformation, answering these five questions will fundamentally change the way you work, helping you lead your organization to an exceptional level of performance. Peter Drucker's five questions are: What is our Mission? with Jim Collins Who is our Customer? with Phil Kotler What does the Customer Value? with Jim Kouzes What are our Results? with Judith Rodin What is our Plan? with V. Kasturi Rangan These essential questions, grounded in Peter Drucker's theories of management, will take readers on a exploration of organizational and personal self-discovery, giving them a means to assess how to be--how to develop quality, character, mind-set, values and courage. The questions lead to action. By asking these questions, readers can focus on why they are doing what they are doing in their work, and how to do it better. Designed for today's busy professionals, this brief, clear and accessible book will challenge readers to ask these provocative questions and it will stimulate spirited discussions and action within any organization, inspiring positive change and new levels of excellence, helping all to envision the future of theirs' or any organization.

Book Information

Paperback: 144 pages

Publisher: Jossey-Bass; unknown edition (April 18, 2008)

Language: English

ISBN-10: 0470227567

ISBN-13: 978-0470227565

Product Dimensions: 5.5 x 0.4 x 8.2 inches

Shipping Weight: 8.3 ounces (View shipping rates and policies)

Average Customer Review: 4.5 out of 5 stars Â Â See all reviewsÂ (55 customer reviews)

Best Sellers Rank: #30,160 in Books (See Top 100 in Books) #17 inÂ Books > Business & Money > Small Business & Entrepreneurship > Nonprofit Organizations & Charities #147 inÂ Books > Business & Money > Skills > Decision Making #161 inÂ Books > Business & Money > Management & Leadership > Decision-Making & Problem Solving

Customer Reviews

This book offers a strategic planning framework for nonprofit organizations. It can help board members set the direction by asking five questions:What is our mission? The mission must reflect

opportunities, competence, and commitment. Drucker cautions: "Never subordinate the mission in order to get money. If there are opportunities that threaten the integrity of the organization, you must say no."

- Who is our customer? "The primary customer is the person whose life is changed through your work... Primary customers may be infants, or endangered species, or members of a future generation."
- Drucker notes that customer needs evolve. "And there are customers you should stop serving because the organization has filled a need, because people can be better served elsewhere, or because you are not producing results."
- Philip Kotler adds, "Our business is not to casually please everyone, but to deeply please our target customers."
- What does the customer value? "Leadership should not even try to guess the answers but should always go to the customers in a systematic quest for those answers" | People are so convinced they are doing the right things and so committed to their cause that they come to see the institution as an end in itself. But that's a bureaucracy.
- What are our results? "Look at short-term accomplishments and long-term change" | One of the most important questions for leadership is, Do we produce results that are sufficiently outstanding for us to justify putting our resources in this area?
- What is our plan? "The plan begins with a mission."

[Download to continue reading...](#)

The Five Most Important Questions You Will Ever Ask About Your Organization Automate Your Routines Guarantee Your Results: The hilariously delivered five-step formula that shows how to automate your routines to permanently ... and focus on what is most important to you

The Crochet Answer Book: Solutions to Every Problem You'll Ever Face; Answers to Every Question You'll Ever Ask (Answer Book (Storey))

The Quilting Answer Book: Solutions to Every Problem You'll Ever Face; Answers to Every Question You'll Ever Ask

The Crochet Answer Book, 2nd Edition: Solutions to Every Problem You'll Ever Face; Answers to Every Question You'll Ever Ask

The 6 Most Important Decisions You'll Ever Make: A Guide for Teens

The 6 Most Important Decisions You'll Ever Make

Personal Workbook

Will College Pay Off?: A Guide to the Most Important Financial Decision You'll Ever Make

The Most Important Thing You'll Ever Study: A Survey of the Bible - Old Testament - Volumes 1 & 2

The Most Important Thing You'll Ever Study (Set): A Survey of the Bible

Aggressive Girls, Clueless Boys: 7 Conversations You Must Have with Your Son [7 Questions You Should Ask Your Daughter]

Max On Life: Answers and Insights to Your Most Important Questions

Ask Elizabeth: Real Answers to Everything You Secretly Wanted to Ask About Love, Friends, Your Body... and Life in General

I Invented the Modern Age: The Rise of Henry Ford and the Most Important Car Ever Made

Conoce a Pablo Neruda / Get to Know Pablo Neruda (Personajes Del Mundo Hispanico / Important Figures of the Hispanic World) (Spanish Edition) ... / Important Figures

of the Hispanic World) An Illustrated History of 151 Video Games: A detailed guide to the most important games; explores five decades of game evolution Ask Cosmogirl! About Guys: All the Answers to Your Most Asked Questions About Love and Relationships What's Up Down There?: Questions You'd Only Ask Your Gynecologist If She Was Your Best Friend Gruber's SAT Word Master: The Most Effective Way to Learn the Most Important SAT Vocabulary Words How to Retire Happy, Fourth Edition: The 12 Most Important Decisions You Must Make Before You Retire

[Dmca](#)