Designing the Customer-Centric Organization: A Guide to Strategy, Structure, and Process

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Designing the Customer-Centric Organization offers todayâ??s business leaders a comprehensive customer-centric organizational model that clearly shows how to put in place an infrastructure that is organized around the demands of the customer. Written by Jay Galbraith (the foremost expert in the field of organizational design), this important book includes a tool that will help determine how customer-centric an organization is-light-level, medium-level, complete-level, or high-level- and it shows how to ascertain the appropriate level for a particular institution. Once the groundwork has been established, the author offers guidance for the process of implementing a customer-centric system throughout an organization. *Designing the Customer-Centric Organization* includes vital information about structure, management processes, reward and management systems, and people practices.

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