



# Operational Leadership (Strategic Management Collection)

*Andrew Spanyi*

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## **Operational Leadership (Strategic Management Collection)** Andrew Spanyi

Customers are increasingly demanding higher levels of speed and quality, yet leaders often focus mainly on reducing the costs of operations. This book outlines the needed evolution in leadership attitudes and behaviors in the key operational areas such as new product development, sales, operations, customer service, human resources, finance, and information technology.

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