

Six Simple Rules How To Manage Complexity Without Getting Complicated Yves Morieux

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Customer experience - McKinsey & Company

increasingly dictate the rules. Three-quarters of them, research finds, expect “now” service, within five minutes of making contact online. Similar percentages want a simple experience and use comparison apps when they shop for consumer goods. Moreover, they not only expect providers of services and products

Building an Effective & Extensible Data & Analytics Operating Model

complexity and effort will be required by the transformation exercise. Operating model influencers • Data & analytics vision • Geography, spread & culture • Organization setup (flat vs. consensus; product-driven vs. function-driven) • Position in value chain • Value proposition • Customer/business segment & communication channels • Competition (monopoly vs. oligopoly ...

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Occupational Safety and Health Act of 1970 “To assure safe and healthful working conditions for working men and women; by authorizing enforcement