



Corporate Quality Universities: Lessons in Building a World-Class Work Force

Jeanne C. Meister

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Based on scores of personal, behind-the-scenes interviews with today's training leaders, this guide can be used to develop training environments that help employees meet and exceed service expectations, adjust to changing roles and new technologies, and respond to current and future global pressures. Includes insightful profiles of ambitious, state-of-the-art training programs, such as how Saturn Corporation "Saturnizes" employees to ensure high levels of customer satisfaction.

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