

Tom Peters' blueprint for organisational effectiveness:

1. A flatter, less hierarchical structure
2. More autonomous units
3. An orientation toward high-value added goods and services
4. Quality controls
5. Service controls
6. Responsiveness
7. Innovative speed
8. Flexibility
9. Highly trained and skilled workers using their minds as well as their hands
10. Leaders at all levels, rather than managers

Source: "On Becoming a Leader"
Warren Bennis.

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