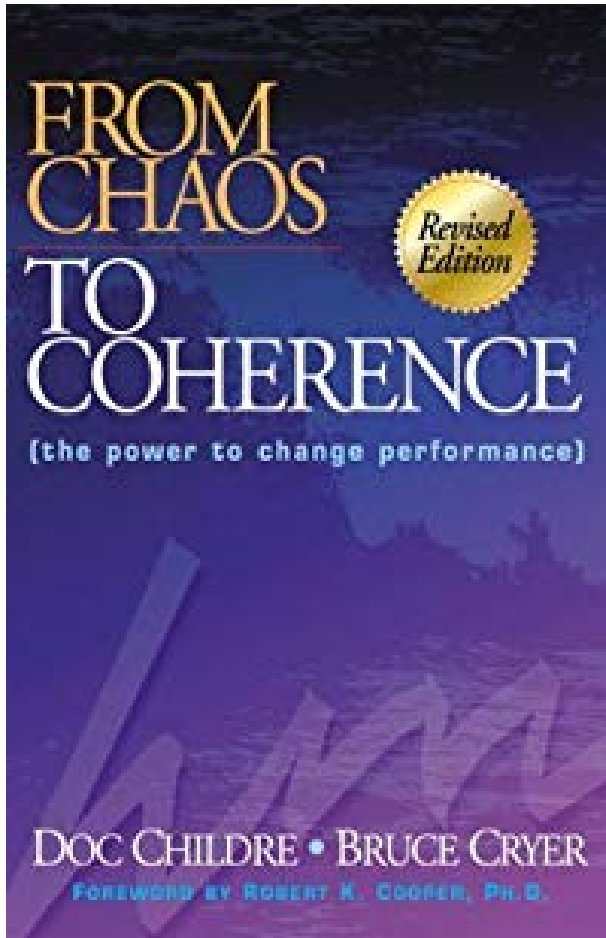


From Chaos to Coherence: The Power to Change Performance



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This work helps organizations respond to change and challenge through high performance/low technology. It presents four dynamics of Inner Quality Management (IQM): internal self-management; coherent communication; boosting the organizational climate; and strategic processes and renewal.