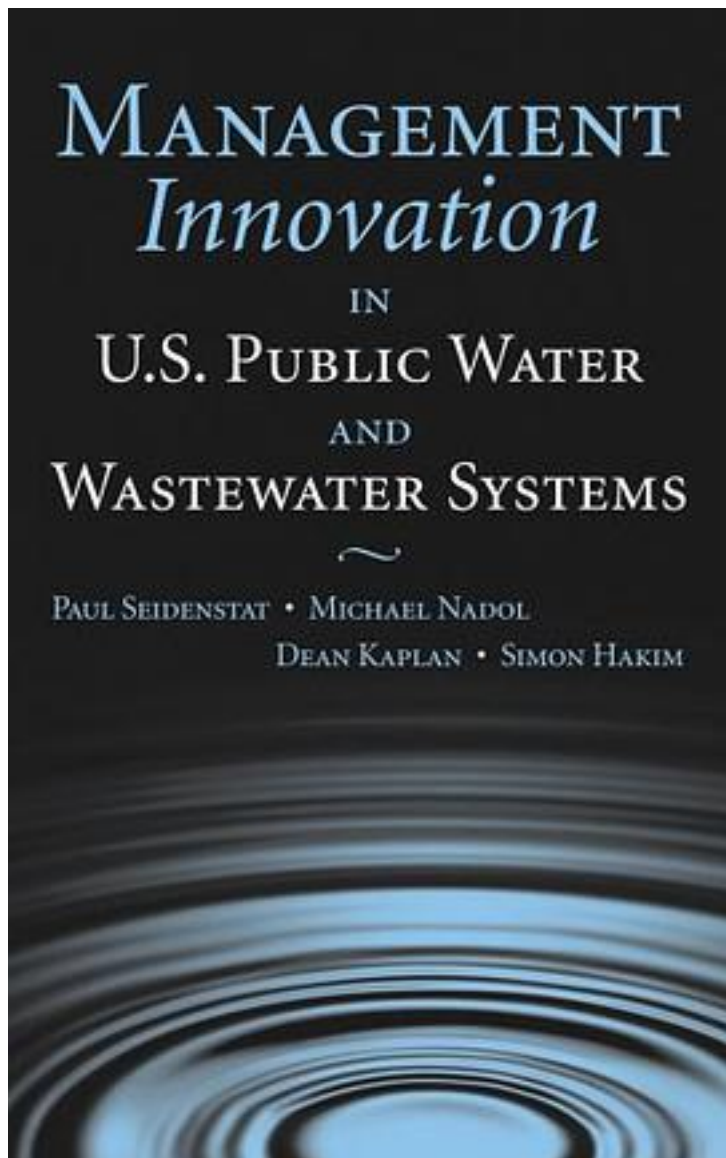


Management Innovation in U.S. Public Water and Wastewater Systems



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著者:Seidenstat, Paul (EDT)/ Nadol, Michael (EDT)/ Kaplan, Dean (EDT)/ Hakim, Simon (EDT)

出版者:John Wiley & Sons Inc

出版时间:2005-3

装帧:HRD

isbn:9780471657446

A pioneering volume of best practices for running effective public water and wastewater utilities *Management Innovation in U.S. Public Water and Wastewater Systems* is a unique guidebook of cutting--edge managerial and operational best practices currently used at a number of different municipal water and wastewater utilities. The diverse group of contributors consists of managers, utility directors, analysts, and consultants who know the real--world demands of the industry, and add authoritative insights to the examination and critique of each management innovation. Featuring numerous case histories illustrating how each innovation was developed and how the principles supporting each were put into practice, *Management Innovation in U.S. Public Water and Wastewater Systems*: aeo Establishes standards for measuring success as utilities innovate and improve aeo Evaluates financial concerns and innovations aeo Illuminates innovations in planning for future investments aeo Explores tools for customer communications and other technology concerns aeo Details state--of--the--art management strategies, including Six Sigma A first--of--its--kind book, *Management Innovation in U.S. Public Water and Wastewater Systems* will quickly become the resource that managers, CEOs, and directors of water and wastewater utility companies always have at their fingertips. This book follows the author's a well--respected and popular book *Reinventing Water and Wastewater Systems: Global Lessons for Improving Water Management* (published by Wiley).

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