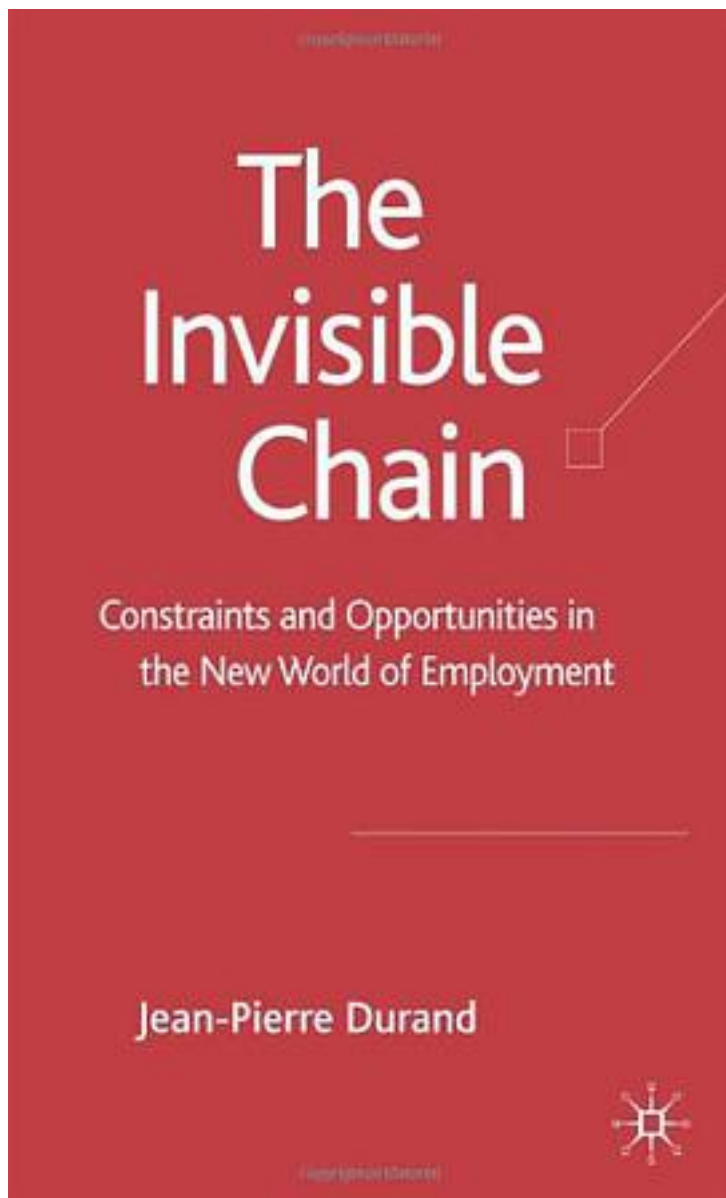


The Invisible Chain



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During the last twenty years the world of work has transformed the planet. Labour flexibility and precariousness; the requirement for total quality; the decline of the concept of qualification and its substitution by the notion of 'competency'; lays off in profitable companies; and more worker 'involvement' , have all changed our experience of employment. This book shows how this new model of productivity works and argues that it has a high degree of coherence in terms of the integration of functions within companies. It also addresses the relation between 'just in time' teamwork and new ways of employee mobilisation which together lead to increased productivity. From this evidence Durand creates a new and challenging theory of services, which is nevertheless firmly rooted in the concrete experience of workshops and offices.

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