

agendas most effectively use the help they receive?" It identifies the types

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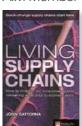
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publisher FT Pearson has nominated Living Supply Chains for the FT Goldman

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The missing "ingredient" in today's whole-of-enterprise performance equation is the pivotal role played by human beings, both on the outside (in the form of customers/end users/consumers), and on the inside of an organisation

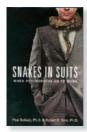
(in the form of boards, management and employees).

However, simply knowing more about human behaviour in a vacuum is not enough; rather, it is the linkages and interactions between the "hard" tangible assets and resources of an enterprise, and the "softer" human side that must be more fully comprehended and operationalised.

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