




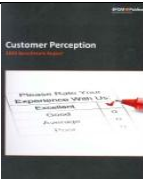
order online at [www.efqm.org](http://www.efqm.org) WebShop


	<p><b>Fundamental Concepts of Excellence 2010</b> The eight Fundamental Concepts of Excellence have been identified through a rigorous process that included benchmarking globally, searching extensively for emerging management trends and, last but not least, a series of interviews with senior executives from a cross-section of industries operating across Europe.</p> <p>English: ISBN 978-90-5236-506-0 Czech: ISBN 978-90-5236-510-7 Member Price: 8 Euro / Non-member Price: 10 Euro</p>																	
	<p><b>EFQM Excellence Model 2010</b> Whilst there are numerous management tools and techniques commonly used, the EFQM Excellence Model provides an holistic view of the organisation and it can be used to determine how these different methods fit together and complement each other. The Model can therefore be used in conjunction with any number of these tools, based on the needs and function of the organisation, as an overarching framework for developing sustainable excellence.</p> <p>English: ISBN 978-90-5236-501-5      Italian: ISBN 978-90-5236-514-5 German: ISBN: 978-90-5236-5114      Danish: ISBN 978-90-5236-512-1 French: ISBN 978-90-5236-529-9      Finnish: ISBN 978-90-5236-526-8 Spanish: ISBN 978-90-5236-513-8      Czech: ISBN 978-90-5236-522-0 Arabic: ISBN 978-90-5236-592-3</p> <p>Member Price: 24 Euro / Non-member Price: 30 Euro</p> <p>Dual language version <b>German/English</b>: ISBN 978-90-5236-509-1 Member Price: 30 Euro / Non-member Price: 37.50 Euro</p>																	
	<p><b>EFQM Excellence Model 2003 – Large Companies, Operational and Business Units version</b> <i>(will be available until end 2010)</i> Member Price: 20 Euro / Non-Member Price: 25 Euro</p> <table border="1" data-bbox="347 1265 1516 1534"> <tr> <td>English: ISBN 90-5236-242-4</td> <td>Danish: ISBN 90-5236-259-9</td> </tr> <tr> <td>German: ISBN 90-5236-276-9</td> <td>Finnish: ISBN 90-5236-291-2</td> </tr> <tr> <td>Dutch: ISBN 90-5236-493-1</td> <td>Swedish: ISBN 90-5236-270-X</td> </tr> <tr> <td>French: ISBN 90-5236-492-3</td> <td>Estonian: ISBN 90-5236-591-1</td> </tr> <tr> <td>Spanish: ISBN 90-5236-243-2</td> <td>Hungarian: ISBN 90-5236-349-8</td> </tr> <tr> <td>Italian: ISBN 90-5236-288-2</td> <td>Russian: ISBN 90-5236-631-4</td> </tr> <tr> <td>Portuguese: ISBN 90-5236-262-9</td> <td>Chinese (Mandarin) ISBN 90-5236-638-1</td> </tr> <tr> <td>Greek: ISBN 90-5236-293-9</td> <td></td> </tr> </table>		English: ISBN 90-5236-242-4	Danish: ISBN 90-5236-259-9	German: ISBN 90-5236-276-9	Finnish: ISBN 90-5236-291-2	Dutch: ISBN 90-5236-493-1	Swedish: ISBN 90-5236-270-X	French: ISBN 90-5236-492-3	Estonian: ISBN 90-5236-591-1	Spanish: ISBN 90-5236-243-2	Hungarian: ISBN 90-5236-349-8	Italian: ISBN 90-5236-288-2	Russian: ISBN 90-5236-631-4	Portuguese: ISBN 90-5236-262-9	Chinese (Mandarin) ISBN 90-5236-638-1	Greek: ISBN 90-5236-293-9	
English: ISBN 90-5236-242-4	Danish: ISBN 90-5236-259-9																	
German: ISBN 90-5236-276-9	Finnish: ISBN 90-5236-291-2																	
Dutch: ISBN 90-5236-493-1	Swedish: ISBN 90-5236-270-X																	
French: ISBN 90-5236-492-3	Estonian: ISBN 90-5236-591-1																	
Spanish: ISBN 90-5236-243-2	Hungarian: ISBN 90-5236-349-8																	
Italian: ISBN 90-5236-288-2	Russian: ISBN 90-5236-631-4																	
Portuguese: ISBN 90-5236-262-9	Chinese (Mandarin) ISBN 90-5236-638-1																	
Greek: ISBN 90-5236-293-9																		
	<p><b>EFQM Excellence Model 2003 – Public and Voluntary Sector version</b> <i>(will be available until end 2010)</i> Member Price: 20 Euro / Non-member Price: 25 Euro</p> <table border="1" data-bbox="347 1668 1516 1814"> <tr> <td>English: ISBN 90-5236-319-6</td> <td>Spanish: ISBN 90-5236-323-4</td> </tr> <tr> <td>German: ISBN 90-5236-325-0</td> <td>Italian: ISBN 90-5236-335-8</td> </tr> <tr> <td>Dutch: ISBN 90-5236-499-0</td> <td>Portuguese: ISBN 90-5236-324-2</td> </tr> <tr> <td>French: ISBN 90-5236-337-4</td> <td>Russian: ISBN 90-5236-632-2</td> </tr> </table>		English: ISBN 90-5236-319-6	Spanish: ISBN 90-5236-323-4	German: ISBN 90-5236-325-0	Italian: ISBN 90-5236-335-8	Dutch: ISBN 90-5236-499-0	Portuguese: ISBN 90-5236-324-2	French: ISBN 90-5236-337-4	Russian: ISBN 90-5236-632-2								
English: ISBN 90-5236-319-6	Spanish: ISBN 90-5236-323-4																	
German: ISBN 90-5236-325-0	Italian: ISBN 90-5236-335-8																	
Dutch: ISBN 90-5236-499-0	Portuguese: ISBN 90-5236-324-2																	
French: ISBN 90-5236-337-4	Russian: ISBN 90-5236-632-2																	
	<p><b>EFQM Excellence Mode 2003I – Small and Medium Sized Enterprises2version</b> <i>(will be available until end 2010)</i> Member Price: 20 Euro / Non-member Price: 25 Euro</p> <table border="1" data-bbox="347 1937 1516 2027"> <tr> <td>English: ISBN 90-5236-245-9</td> <td>Italian: ISBN 90-5236-344-7</td> </tr> <tr> <td>French: ISBN 90-5236-477-X</td> <td>Portuguese: ISBN 90-5236-342-0</td> </tr> <tr> <td>Spanish: ISBN 90-5236-341-2</td> <td>Greek: ISBN 90-5236-343-9</td> </tr> </table>		English: ISBN 90-5236-245-9	Italian: ISBN 90-5236-344-7	French: ISBN 90-5236-477-X	Portuguese: ISBN 90-5236-342-0	Spanish: ISBN 90-5236-341-2	Greek: ISBN 90-5236-343-9										
English: ISBN 90-5236-245-9	Italian: ISBN 90-5236-344-7																	
French: ISBN 90-5236-477-X	Portuguese: ISBN 90-5236-342-0																	
Spanish: ISBN 90-5236-341-2	Greek: ISBN 90-5236-343-9																	


	<p><b>Assessing for Excellence 2010</b>  A practical guide for successfully developing, executing and reviewing an Assessment strategy for your organisation.</p> <p>English: ISBN: 978-90-5236-556-5</p> <p>Member Price: 30.40 Euro / Non-member Price: 38 Euro</p>
---	---

	<p><b>Determining Excellence 2010</b>  A questionnaire based on the 9 criteria of the EFQM 2010 Excellence Model . A simple guide to an organisation's first Self-Assessment.</p> <p>English: ISBN: 978-90-5236-542-8</p> <p>Member Price: 28 Euro / Non-member Price: 35 Euro</p>
---	--

	<p><b>Determining Excellence 2003 version</b> <i>(available until end of 2010)</i>  A questionnaire based on the 9 criteria of the EFQM <b>2003</b> Excellence Model. A simple guide to an organisation's first Self-Assessment</p> <p>Member Price: 23.20 Euro / Non-member Price: 29 Euro</p>	
<p>English: ISBN 90-5236-098-7  German: ISBN 90-5236-100-2  French: ISBN 90-5236-099-5  Dutch: ISBN 90-5236-398-6</p>	<p>Spanish: ISBN 90-5236-102-9  Italian: ISBN 90-5236-101-0  Finnish: ISBN 90-5236-392-7  Norwegian: ISBN 90-5236-407-9</p>	

	<p><b>Customer Perception Benchmark Report</b></p> <p>For all organisations, the real measure of success is that of customer satisfaction delivered across all areas of the business and through the, products and services delivered. Customer Perception Surveys are a key tool in understanding and improving the customer experience and the vast majority of organisations have adopted this approach to gathering feedback.</p> <p>English only: ISBN: 978-90-5236-622-7</p> <p>Member Price: 35.20 Euro / Non-member Price: 44 Euro</p>
--	--






	<p><b>People Perception Benchmark Report</b></p> <p>People Perception Surveys are a key tool in understanding how effective the strategies and processes developed are performing. However, without external reference they only tell us introspectively how well we are performing. Benchmarking with other organisations helps us to understand general trends and identify areas where we either have advantages or need to improve to ensure our organisation retains, motivates and manages the performance of their people at all stages of their career.</p> <p>English only: ISBN: 978-90-5236-623-4</p> <p>Member Price: 35.20 Euro / Non-member Price: 44 Euro</p>
---	--

	<p><b>Adoika Case Study 2010</b></p> <p>The group operates hotel and hospitality businesses from its administrative offices in Liechtenstein and London. Adoika Group has, despite the global economic downturn, over the last 5 years, grown faster and created more jobs than any other hospitality company.</p> <p>English only: ISBN: 978-90-5236-700-2</p> <p>Member Price: 64 Euro / Non-member Price: 80 Euro</p>
---	--

**All the 2003 material will only be available until the end of 2010**

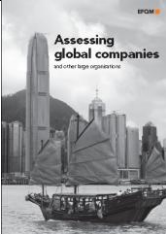
	<p><b>Elite Case Study and Model Scorebook</b> (based on the 2003 EFQM Excellence Model) (model scorebook available only to licence holders) Based on a high class telecommunications organisation</p> <p>Member Price: 75.20 Euro / Non-member Price: 94 Euro</p>	
	English: ISBN 90-5236-565-2	German: ISBN 90-5236-427-3
	<p><i>Elite Case Study – separate</i> English: ISBN 00-0000-565-2 German: ISBN 00-0000-427-3</p>	<p>Member Price: 56 Euro Non-member Price: 70 Euro</p>
	<p><b>Emselex Case Study and Model Scorebook</b> (based on the 2003 EFQM Excellence Model) (model scorebook available only to licence holders) An electronics manufacturing services provider which has customers in Europe and USA.</p> <p>Member Price: 75.20 Euro / Non-member Price: 94 Euro</p>	
	English: ISBN 90-5236-505-9 French: ISBN 90-5236-532-6	Finnish: ISBN 90-5236-504-0
	<p><i>Emselex Case Study – separate</i> English: ISBN 00-0000-505-9 French: ISBN 00-0000-532-6 Finnish: ISBN 00-0000-504-0</p>	<p>Member Price: 56 Euro Non-member Price: 70 Euro</p>
	<p><b>International Learning Academy (ILA)</b> (based on the 2003 EFQM Excellence Model) (model scorebook available only to licence holders)</p> <p>International Learning Academy is one of the largest private providers of open market and in-house courses in Europe and was established in 1982 and is today a fully taxable, market-driven company</p> <p>Member Price: 75.20 Euro / Non-member Price: 94 Euro</p>	
	English: ISBN 90-5236-602-0	
	<p><i>ILA Case Study – separate</i> English: ISBN 00-0000-602-0</p>	<p>Member Price: 56 Euro Non-member Price: 70 Euro</p>
	<p><b>PMC (Produktion Motoren Czech Republic)</b> (based on the 2003 EFQM Excellence Model) (model scorebook available only to licence holders)</p> <p>The Automotive case study is the most modern engine factory world-wide.</p> <p>Member Price: 75.20 Euro / Non-member Price: 94 Euro</p>	
	German: ISBN 90-5236-533-4 <i>PMC Case Study – separate</i> German: ISBN 00-0000-533-4	Member Price: 56 Euro Non-member Price: 70 Euro
	<p><b>FUTUREBANK Case Study and Model Scorebook</b> (based on the 2003 EFQM Excellence Model) (model scorebook available only to licence holders)</p> <p>A medium sized UK based bank with a strong regional presence.</p> <p>Member Price: 75.20 Euro / Non-member Price: 94 Euro</p>	
	English: ISBN 90-5236-367-6 German: ISBN 90-5236-394-3 French: ISBN 90-5236-395-1	Spanish: ISBN 90-5236-374-9 Italian: ISBN 90-5236-560-1
	<p><i>Futurebank Case Study – separate</i> English: ISBN 00-0000-367-6 German: ISBN 00-0000-394-3 French: ISBN 00-0000-395-1 Spanish: ISBN 00-0000-374-9 Italian: ISBN 00-0000-560-1</p>	<p>Member Price: 56 Euro Non-member Price: 70 Euro</p>

**All the 2003 material will only be available until the end of 2010**

	<b>SPECTRUM Case Study and Model Scorebook</b> (based on the 2003 EFQM Excellence Model) (model scorebook available only to licence holders) A mental health case institute devoted to the care of elderly psychiatric patients in the Netherlands Member Price: 75.20 Euro / Non-member Price: 94 Euro	
	English: ISBN 90-5236-350-1 German: ISBN 90-5236-500-8 French: ISBN 90-5236-478-8	Spanish: ISBN 90-5236-354-4 Italian: ISBN 90-5236-557-1 Danish: ISBN 90-5236-353-6
	<b>Spectrum Case Study – separate</b> English: ISBN 00-0000-350-1 German: ISBN 00-0000-500-8 French: ISBN 00-0000-478-8 Spanish: ISBN 00-0000-354-4 Italian: ISBN 00-0000-557-1 Danish: ISBN 00-0000-353-6 Russian: ISBN 00-0000-536-9	Member Price: 56 Euro Non-member Price: 70 Euro
	<b>MID-EAST POLICE Case Study and Model Scorebook</b> (based on the 2003 EFQM Excellence Model) (model scorebook available only to licence holders) a police force covering a significant part of UK Member Price: 75.20 Euro / Non-member Price: 94 Euro	
	English: ISBN 90-5236-418-4	
	<b>Mid-East Police Case Study – separate</b> English: ISBN 00-0000-418-4	Member Price: 56 Euro Non-member Price: 70 Euro
	<b>Assessor Scorebook - Large Companies, Operational and Business Units</b> (based on the 2003 EFQM Excellence Model) Contains a complete set of blank pro-formas that can be used to score case studies, Self-Assessments or Award applications. Member Price: 25.60 Euro / Non-member Price: 32 Euro	
	English: ISBN 90-5236-401-X German: ISBN 90-5236-403-6 French: ISBN 90-5236-428-1	Spanish: ISBN 90-5236-399-4 Italian: ISBN 90-5236-404-4 Danish: ISBN 90-5236-396-X
	<b>Assessor Scorebook - Public and Voluntary Sector</b>	
	English: ISBN 90-5236-580-6 German: ISBN 90-5236-421-4	French: ISBN 90-5236-338-2 Spanish: ISBN 90-5236-578-4
	<b>Assessor Scorebook 2010</b> Use of the Assessor Scorebook - It is assumed that users of this scorebook will already have read carefully the EFQM Excellence Model 2010, particularly the section on RADAR This printed version can support Assessors in their work, for instance, to conduct an internal Assessment. English only: ISBN: 978-90-5236-701-9 Member Price: 28 Euro / Non-member Price: 35 Euro	
	<b>EFQM Assessor Training material</b> (based on the 2003 EFQM Excellence Model) (available to licensed trainers and EFQM members who have attended and passed the European Assessor Training course) Contains: EFQM Excellence Model; Fundamental Concepts; Case Study and Model Scorebook; Blank Assessor Scorebook; EAT Training Modules; Training Materials Bag Licencee Price: 150.40 Euro	
	<b>FUTUREBANK</b> English: ISBN 90-5236-206-8 German: ISBN 90-5236-466-4 French: ISBN 90-5236-559-8 Italian: ISBN 90-5236-467-2	<b>SPECTRUM</b> English: ISBN 90-5236-238-6 German: ISBN 90-5236-553-9 French: ISBN 90-5236-549-0 Spanish: ISBN 90-5236-652-7
	<b>ELITE</b> English: ISBN 90-5236-582-2 German: ISBN 90-5236-502-4	<b>MID-EAST POLICE</b> English: ISBN 90-5236-420-6
	<b>EMSELEX</b> English: ISBN 90-5236-469-9 French: ISBN 90-5236-615-2	<b>PMC</b> German: ISBN 90-5236-613-6
	<b>INTERNATIONAL LEARNING ACADEMY</b> English: ISBN 90-5236-455-9	
<b>Training Materials Bag</b> ISBN 90-5236-212-2 Price: 16 Euro		


	<p><b>Excellence One Toolkit</b>  is based on a practical set of 72 tools that you can use with the teams you lead providing a comprehensive coverage of techniques that can be applied across the EFQM Excellence Model.  Member Price: 40.Euro / Non-member Price: 50 Euro  English: ISBN 90-5236-481-8</p>	
	<p><b>Excellence One Toolkit for Self-Assessment – <i>Creating and Sustaining Continuous Improvement</i></b>  offers the reader a number of tools and techniques that could be used for effectively supporting one or more steps in EFQM's 8-step Self-Assessment process.  Member Price: 25.60 Euro / Non-member Price: 32 Euro  English: ISBN 90-5236-482-6</p>	
	<p><b>Excellence One Toolkit for Benchmarking</b>  provides a number of tools and techniques that can be used in conjunction with the EFQM's four phase Benchmarking methodology – Plan, Collect, Adapt, Analyse.  Member Price: 25.60 Euro / Non-member Price: 32 Euro  English: ISBN 90-5236-483-4</p>	
	<p><b>Excellence One Toolkit for Corporate Social Responsibility</b>  provides to professionals involved in setting their organisation's policy and strategy relating to CSR with a practical approach for implementing actions and measuring that the desired benefits are achieved for the organisation and all its stakeholders.  Member Price: 25.60 Euro / Non-member Price: 32 Euro</p>	
	<p>English: ISBN 90-5236-486-9</p>	<p>Italian: ISBN 90-5236-573-3</p>
	<p><b>EFQM Framework for MultiProject Management 2010 <b>NEW!!</b></b>  This framework is structured according to the EFQM Model 2010 that can be used to assess the capability of an organisation to manage efficiently a portfolio of projects (Multi Project Management - MPM).  Member Price: 26.40 Euro / Non-member Price: 33 Euro  English: ISBN 978-90-5236-627-2</p>	
	<p><b>EFQM Framework for Corporate Social Responsibility</b>  This framework will give all the support and information needed to meet the CSR challenges of any organisation. (CSR being an essential ingredient for the survival of any organisation).  Member Price: 23.20 Euro / Non-member Price: 29 Euro</p>	
	<p>English: ISBN 90-5236-480-X  German: ISBN 90-5236-621-7  French: ISBN 90-5236-479-6</p>	<p>Italian: ISBN 90-5236-528-8  Danish: ISBN 90-5236-574-1</p>
	<p><b>EFQM Framework for Risk Management</b>  This framework is a top-level framework designed to help organisations achieve excellence in their management of all categories of risk.  Member Price: 23.20 Euro / Non-member Price: 29 Euro</p>	
	<p>English: ISBN 90-5236-572-5  German: ISBN 90-5236-624-1</p>	<p>French: ISBN 90-5236-576-8  Italian: ISBN 90-5236-575-X</p>
	<p><b>EFQM Framework for Knowledge Management</b>  This framework is a tool that can be used to initiate and strengthen knowledge management activities in the context of achieving business excellence.  Member Price: 23.20 Euro / Non-member Price: 29 Euro</p>	
	<p>English: ISBN 90-5236-571-7</p>	<p>Italian: 90-5236-564-4</p>

	<p><b>EFQM Framework for Innovation</b> This framework is here to help you define your innovation agenda, to measure your innovation performance and improve your competitiveness.</p> <p>Member Price: 23.20 Euro / Non-member Price: 29 Euro</p> <p>English: ISBN 90-5236-568-7 French: ISBN 90-5236-567-9.</p> <p>Italian: 90-5236-569-5</p>
	<p><b>EFQM Framework for Managing External Resources – <i>Driving performance and growth through excellence in managing external resources</i></b></p> <p>Member Price: 23.20 Euro / Non-member Price: 29 Euro English: ISBN 90-5236-610-1</p>
	<p><b>Pack of 4 pocketbooks</b> <i>10 Reasons to start a business excellence initiative; 10 Signs that you are on track 10 Ways to Rejuvenate your business excellence initiative; First 100 days of a Chief Performance Officer</i></p> <p>Member Price: 20 Euro / Non-member Price: 25 Euro</p> <p>English: ISBN 90-5236-620-9</p>
	<p><b>Radarise Your Business For Success 2010</b> This book is more for those who wish to have a more in-depth insight to RADAR, as it offers you a lot of material that is helpful, to start the RADAR approach yourself (a book of 262 pages)</p> <p>Member Price: 50.40 Euro / Non-member Price: 63 Euro</p> <p>English: ISBN 978-90-5236-690-6</p>
	<p><b>People engagement: From energy to performance (Royal Philips Electronics)</b> This EFQM study lifts the veil on employee engagement at Royal Philips Electronics. A transforming, ambitious and performance-driven global corporation took up the challenge to understand employee engagement and make it work.</p> <p>Member price: 25.60 Euro / Non-Member price: 32 Euro English: ISBN 90-5236-635-7</p>
	<p><b>Banking on Transformation – Integral change Management at the Liechtenstein VP Bank</b> The organization described itself as a somewhat conservative, risk-averse company, with a stable shareholder and customer base. The company devoted a great deal of attention to human capital and motivational structures and evolved into an organization with a strong sense of belonging.</p> <p>Member price: 25.60 Euro / Non-Member price: 32 Euro English: ISBN 90-5236-603-9</p>
	<p><b>TNT ICS goes the extra mile</b> - This case is about Information and Communication Services (ICS), the TNT Express IT centralised support, describing the strengths of the operational model, the peculiarities of the seamless integration of people versus process and their customer orientation complemented by an extraordinary “extra-mile” attitude.</p> <p>Member price: 25.60 Euro / Non-Member price: 32 Euro English: ISBN 90-5236-648-9</p>
	<p><b>T-Systems MMS balances opposites</b> - This case is about how T-Systems MMS delivers on innovation. Continuously balancing structure and creativity, the multimedia division of T-Systems turns their thorough management system into revolutionary and successful day-to-day operations.</p> <p>Member price: 25.60 Euro / Non-Member price: 32 Euro</p> <p>English: ISBN 90-5236-649-7</p>

	<p><b>Assessing global companies</b> - The business world has been transformed through globalisation over the last twenty years, with waves of change driven by outsourcing, digitisation and offshoring. The 21st century corporation can be a complex organisation: a network of companies, suppliers and contractors operating simultaneously on distributed processes in several parts of the world.</p> <p>Member Price: 25.60 Euro / Non-member Price: 32 Euro</p> <p>English: ISBN 90-5236-650-0</p>
--	---

	<p><b>Bosch and Siemens Home Appliances Group Region Northern Europe(BSH VNE)</b> <b>The continuous pursuit of a moving balance</b></p> <p>This case study describes a year-long, successful process of centralisation undertaken by Bosch and Siemens Home Appliances Northern Europe. The company, employing about 500 people primarily at the HQ in Stockholm (Sweden), managed to integrate virtually all functions apart from local sales and service while circumventing the typical challenges often accompanying centralization strategies.</p>
---	---

The PST Guide tackles specific issues like how to deal with calibrations, multi-site organisations, multiple assessment procedures, etc., drawing on the experience Philips has in applying these tools. CD-ROM version is interactive and contains the supporting e-Tool, pdfs of the PST Guide and the specific process, as well as other supporting materials.

	<p>English: ISBN 90-5236-598-9 French: ISBN 90-5236-641-1</p> <p>English: ISBN 90-5236-604-7</p>	<p>Process Survey Tool for Manufacturing Process Management <i>Print version:</i> Member price: 12 Euro / Non-member price: 15 Euro</p> <p><i>CD version:</i> Member price: 25 Euro / Non-member price: 31.25 Euro</p>
	<p>English: ISBN 90-5236-599-7 French: ISBN 90-5236-642-X</p> <p>English: ISBN 90-5236-605-5</p>	<p>Process Survey Tool Guide for Supply Chain Management <i>Print version:</i> Member price: 12 Euro / Non-member price: 15 Euro</p> <p><i>CD version:</i> Member price: 25 Euro / Non-member price: 31.25 Euro</p>
	<p>English: ISBN 90-5236-601-2 French: ISBN 90-5236-644-6 Italian: ISBN 90-5236-657-8</p> <p>English: ISBN 90-5236-607-1</p>	<p>Process Survey Tool for Human Resources Management <i>Print version:</i> Member price: 12 Euro / Non-member price: 15</p> <p><i>CD version:</i> Member price: 25 Euro / Non-member price: 31.25 Euro</p>
	<p>English: ISBN 90-5236-600-4 French: ISBN 90-5236-643-8 Italian: ISBN 90-5236-654-3</p> <p>English: ISBN 90-5236-606-3</p>	<p>Process Survey Tool for Marketing &amp; Sales <i>Print version:</i> Member price: 12 Euro / Non-member price: 15</p> <p><i>CD version:</i> Member price: 25 Euro / Non-member price: 31.25 Euro</p>
	<p>English: ISBN 90-5236-596-2 French: ISBN 90-5236-640-3 Italian: ISBN 90-5236-655-1</p> <p>English: ISBN 90-5236-608-X</p>	<p>Process Survey Tool for Finance <i>Print version:</i> Member price: 12 Euro / Non-member price: 15</p> <p><i>CD version:</i> Member price: 25 Euro / Non-member price: 31.25 Euro</p>
	<p>English: ISBN 90-5236-609-8</p>	<p><b>CD-ROM containing 5 Process Survey Tools</b> <b>( the 2 new PST's listed below are not included on this CD )</b></p> <p>Member price: 75 Euro / Non-member price: 93.75 Euro</p>
	<p>English: ISBN 90-5236-594-6 French: ISBN 90-5236-647-0</p>	<p>Process Survey Tool for Facility Management Process <i>Print version:</i> Member price: 12 Euro / Non-member price: 15 Euro</p>
	<p>English: ISBN 90-5236-595-4 French: ISBN 90-5236-646-2</p>	<p>Process Survey Tool for Purchasing Process Management <i>Print version:</i> Member price: 12 Euro / Non-member price: 15 Euro</p>