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Authors: Koulouriotis, D., Professor, DUTH, Metaxas, I., Instructor, DUTH

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Abstract

It is not difficult to provide a (mainly descriptive) definition of Business Excellence, as several researchers have come up with different ones. The dimensions, content and essence of excellence, in principle, are difficult to be summarized in a single-meaning (or even multi-meaning) definition. It is a way of thinking and a philosophical system, and as such, undergoes an evolutionary process that continuously and dynamically shapes its content and form. Nevertheless, for the economy of the discussion, a definition of the concept is given: "Excellent is the organization that tries to satisfy all those involved in its operations, customers, suppliers, people, partners, society, etc., through what it achieves, the way it achieves it and based on what it aims to achieve". The new globalized economy has created a different reality in the corporate landscape. Technology itself can no longer

give them what they need to increase their performance. Intangible factors are not taken seriously even though they play an important role in performance and sustainability. Human resource management can become the driving force for an organization. Hence, if it tries to change its culture and invest in its people by training, motivating and inspiring them, then it is on a good track on its way to excellence. This book examines the evolution of Business Excellence, its dimensions and international assessment frameworks. In addition, the cost of quality, quality measurement tools and quality management systems are examined. Moreover, the relationship of BE with innovation, corporate social responsibility and knowledge management is analyzed. Finally, the book closes by examining the extent to which the financial crisis of the last decade has affected the quality of businesses in Greece.

