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Efficiency Introduction

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INTRODUCTION

The industry for the past 10 to 15 years has been in an exponential rate of growth. There has been a constant increased demand for programs, services, and/or facilities. At some point in the future, the demand will subside or the consumer will opt for more quality. The latter phenomenon has occurred during this recessionary period. Only those institutions that are able to operate efficiently will survive and flourish. There are two important components to efficient operations: (1) the improvement of management expertise and (2) the improvement of the organizational environment to achieve goals and objectives. It is one phenomenon to have management expertise and another to develop an effective organizational climate. The most appropriate model for the development of management skills is one based upon environmental constraints. The most appropriate model for the development of an organizational climate is one based upon a marketing approach.