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# Command Performance: The Art of Delivering Quality Service (Harvard Business Review Book)

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# Command Performance: The Art of Delivering Quality Service (Harvard Business Review Book)

**Command Performance: The Art of Delivering Quality Service (Harvard Business Review Book)**
This text provides insights of leading business thinkers and executives on delivery service to customers. Peter Drucker, Frederick Reichheld, Leonard Schlesinger and James Heskett, among others, explore various aspects of developing a service strategy and implementing it effectively. First-person accounts and profiles of individual firms provide lessons from the field. Featuring eight articles and five interviews from the "Harvard Business Review", the text develops a strong framework, with real-world models, for significantly improving the quality of service in any industry.

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