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Vineet argues that how it got to be one of the world's largest IT firms is by putting employees first and customers second. Sounds radical, but when he explains, it makes sense. Karl Moore: Your...

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EMPLOYEES FIRST, CUSTOMERS SECOND: TURNING CONVENTIONAL MANAGEMENT UPSIDE DOWN By Vineet Nayar [ ] Harvard Business Press, 208 pages, \$16.50 Vineet Nayar uses the simplistic approach of a first person narrative to describe his journey in turning a complacent IT company into one of the most influential industries in its market.

**Employees First, Customers Second: Turning Conventional ...**

What I missed was that if we are a company in 2005 that has 50,000 employee problems, it must be a real shit place.” – Vineet Nayar is CEO of HCL Technologies Ltd., leading global IT Services Company. His new book is Employees First, Customers Second (June, Harvard Business Press).

**HCL's CEO puts Employees First, Customers Second**

Vineet Nayar is chief executive officer of HCL Technologies, the India-based global information technology services company, and author of Employees First, Customers Second: Turning Conventional ...

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He is the former Chief Executive Officer of HCL Technologies (2007–13), Founder Chairman & CEO of Sampark Foundation and author of critically acclaimed management book "Employees First, Customers Second: Turning Conventional Management Upside Down" (Harvard Business Press, June 2010). which has sold 100,000+ copies.

**Vineet Nayar - Wikipedia**

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