

## Employees First Customers Second Turning Conventional Management Upside Down Vineet Nayar

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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.

### Employees First, Customers Second: Why It Really Works in ...

Vineet Nayar's Employees First, Customers Second: Turning Conventional Management Upside Down, is a recommended reference guide for advanced level students and business leaders. Harvard Business references Nayar's philosophies in case studies.

### 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

Nayar narrated the story of his company's success in the book Employees First, Customers Second: Turning Conventional Management Upside Down (Harvard Business Review Press, 2010), and also outlined the intellectual basis for transformation and lessons learned.

### Vineet Nayar - Wikipedia

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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