



Prescription for Excellence: Leadership Lessons for Creating a World Class Customer Experience from UCLA Health System

By Joseph A Michelli

McGraw-Hill Education on Brilliance Audio, 2016. CD-Audio. Condition: New. Unabridged. Language: English . Brand New. The internationally bestselling author of The Starbucks Experience reveals how UCLA Health System achieves the highest levels of excellence and explains how business leaders in any industry can get the same results.



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