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A key lesson of Management, globally, is that, while Planning is difficult, Implementation is even more so. Implementation requires good Systems and Processes. These include tools and techniques, including flow charts; feedback loops; up and down communication channels etc. While Vision, Strategy, Values, Human Resources etc. appear more attractive and fashionable to talk about. Systems appear mundane and drab. Dr. Singhvi's book makes them interesting and inviting, by creative diagrams, colour etc. This is a valuable addition. Both existing Managers, and aspiring MBAs will find this book very useful. It needs to be read, re-read, practised, and used as a reference, whenever in need or doubt. I wish the book all success.

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