



The Unicist Ontology of Client Centered Management

This is a synthesis on the results obtained from the research on the ontology of client centered management led by Peter Belohlavek.

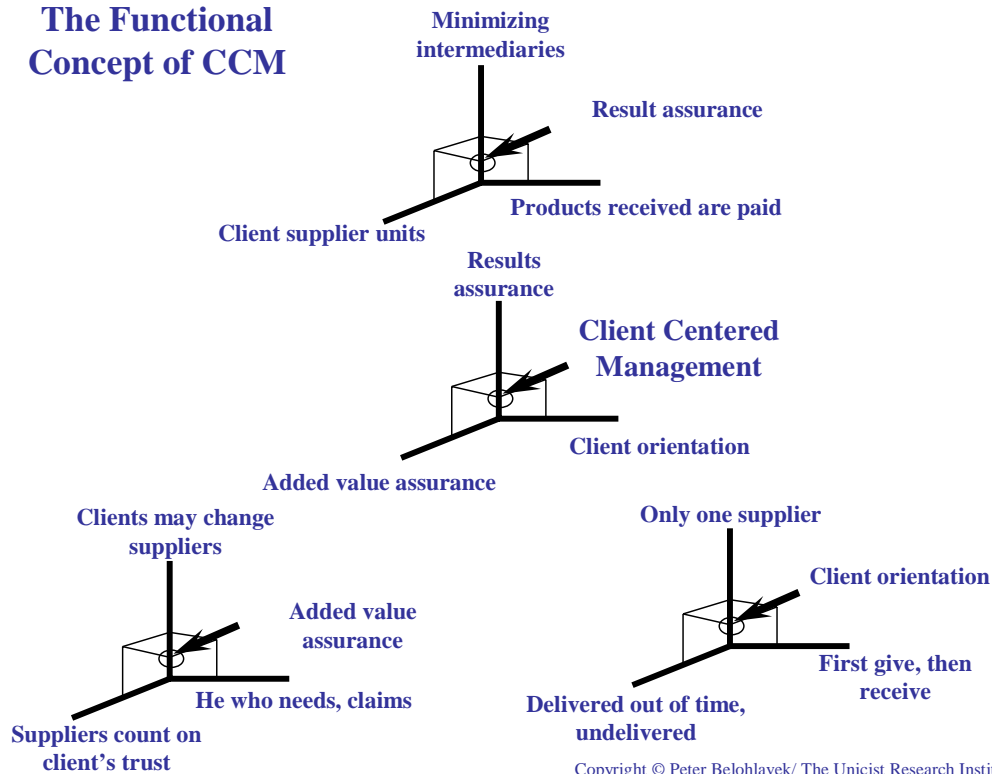
Client Centered Management (CCM)

CCM is a management model destined to establish the rules for an optimum use of the company's energy so as to satisfy its client.

It is worth mentioning that when talking about the end client in the company we necessarily refer to the customer and the shareholder.

CCM cares for results; intentions are not considered. What is more, the judging of intentions is considered as one of the elements that most downgrades the result of its application.

The Functional Concept of CCM



Client Centered Management is a meta-model to provide result-assurance, client orientation and secure added value.



The sub-concepts integrating the CCM meta-model are:

1. Divide the processes into client-supplier units
2. Each client has only one supplier
3. First giving, then receiving
4. Every client may change his supplier
5. Services or products received are paid for
6. He who needs claims
7. Minimizing intermediaries
8. Delivered out of time is considered undelivered
9. Each supplier counts on his client's trust

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