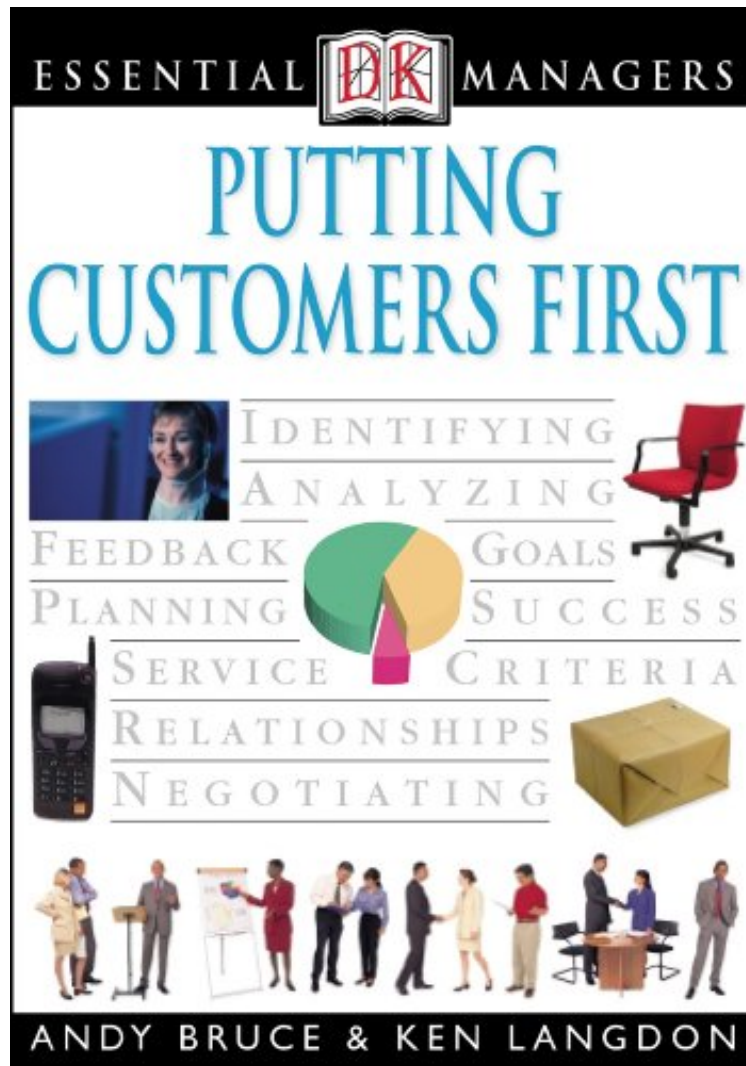


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DK Essential Managers: Putting Customers First

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About the Author Andy Bruce, co-founder of SofTools Ltd. and Ken Langdon, former sales and marketing executive,

have co-written 3 books in the Essential Managers series: 'Project Management', 'Strategic Thinking' and 'Do It Now!'
Ken has also co-written Essential Managers 'Appraising Staff'.