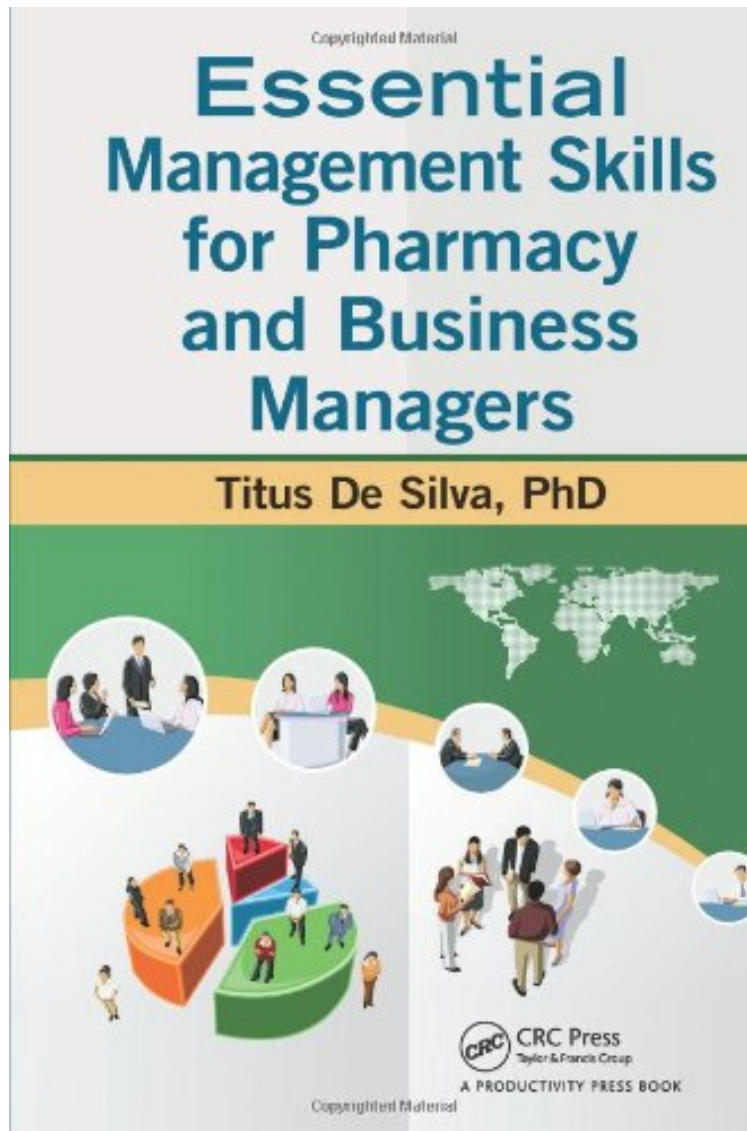


[Download] Essential Management Skills for Pharmacy and Business Managers

Essential Management Skills for Pharmacy and Business Managers

Titus De Silva

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Titus De Silva : Essential Management Skills for Pharmacy and Business Managers before purchasing it in order to gage whether or not it would be worth my time, and all praised Essential Management Skills for Pharmacy and Business Managers:

0 of 0 people found the following review helpful. Essential Management Skills for Pharmacy and Business Managers by Dr. Titus De SilvaBy GamageEssential Management Skills for Pharmacy and Business ManagersThe management principles discussed in this book are a true reflection of the authors' global experience of processes and systems in the global pharmaceutical and other relevant industries. In addition, it describes other generic management systems for

offering quality products and services to comply with current regulatory requirements to meet customers' expectation. If carefully studied, the issues that are addressed in the community pharmacy in this book can be applied at early stages of research and development of any other products and services to add value to customers. The increasing knowledge and expectation of customers in a changing world in the 21st century is a challenge to all professionals and this book addresses the special skills and techniques that are required to meet such demands and expectations. It covers global issues of what can go wrong and how these can be avoided in many situations demonstrating practical guidelines. This is a very useful book for pharmacy students, pharmacy managers and business managers to enhance their professional skills. It provides a collection of real life experience in management in the competitive environment. I recommend this book as a guide for all scientific business management professionals.

Dr. P.G Gamage, BSc, MSc, PhD, Former Quality Manager, TDR, WHO Geneva, Chartered Biologist, Quality management Consultant and Chartered Quality Practitioner, United Kingdom

As a manager you will be expected to resolve a range of legal, ethical, operational, human resource, and financial issues that affect your organization. Essential Management Skills for Pharmacy and Business Managers supplies the understanding you will need to manage the day-to-day challenges in this increasingly competitive environment. Presenting a wealth of information on how to resolve common issues across all sectors of the pharmacy environment, it uses case studies to illustrate the methods required to create a patient-focused business where teamwork flourishes and continuous improvement becomes a reality. The book describes the kinds of things that will most often go wrong in organizations of all types and sizes and provides proven methods for resolving these issues. It explains how to develop and implement an effective quality management system in the pharmacy or a retail operation that complies with external standards. Outlining an efficient performance appraisal system, it describes how to manage diversity and details time-tested problem solving, conflict management, and stress management techniques. With coverage that includes employee management, quality management, and quality assurance, the book describes how to create a harmonious work environment that promotes effective communication between pharmacy staff, medical professionals, care givers, patients, and customers. Complete with links to further information in each chapter, it arms you with the tools to empower and motivate your employees to provide world-class patient and customer care.

A very comprehensive book that, if thoroughly read, understood, and implemented, will lead to best practice for this industry sector. ... I recommend this book as compulsory reading at least for all pharmacy and business management, professional or otherwise, but more particularly as a compressive training manual for all staff in a group environment.

Bruce Craig Munro (CNZM), BSc, BCA, ACA, Former CEO, Penfolds Wines Limited, New Zealand and Chairman of the New Zealand Wool Board

One clear conclusion is that the vast literature on business management can give a range of answers on important issues This book puts these generic issues into the specific context of the community pharmacy and gives sound and valuable advice on how to successfully manage this type of business.

Dr. David Taylor, BSc Pharmacy (Hons)., PhD, Former Director of Product Development, Analytical Development, and Project Management, AstraZeneca, UK

About the Author Titus De Silva, PhD gained his pharmacy degree (with honors) from the University of Manchester in the United Kingdom. He has worked in the United Kingdom, New Zealand, Japan, and Kuwait in all sectors of pharmacy practice (hospital, community, academia, research, and industry) and also in the beverage industry. For over 30 years, he held senior management positions in New Zealand, the United Kingdom, and Sri Lanka. Before immigrating to New Zealand, he was the head of the National Drugs Quality Control Laboratory in Sri Lanka. During his time in Sri Lanka, he was a visiting lecturer and examiner at the Faculty of Medicine of the University of Colombo School of Pharmacy. While in Kuwait, he served as a specialist in drug analysis and quality control under its Ministry of Health. In Japan, he was attached to the National Institute of Hygienic Science in Tokyo, where he worked with experts in pharmaceutical science. Organizations he worked for include Southland Hospital Board (New Zealand), Hoechst Pharmaceuticals (New Zealand), Pernod-Ricard (New Zealand), Eli Lilly Research (UK), Ballingers Pharmacy (New Zealand), Boots Chemists (UK), and Lloyds Pharmacy (UK). In addition to his pharmacy qualifications, he has a BSc degree in chemistry, postgraduate diploma in computer science, and MBA and PhD in management science. He is a chartered chemist (CChem), a Fellow of the Royal Society of Chemistry (FRSC), a member of the Royal Pharmaceutical Society of Great Britain (MRPharmS), and a member of the Pharmaceutical Society of New Zealand (MPS).

Pernod-Ricard (previously Montana Wines Limited) owned the largest multiple winery in New Zealand, with wineries in four regions. In his role as their corporate quality assurance manager, he was responsible for developing and implementing quality, food safety and occupational safety, and hygiene management systems to comply with international standards. His efforts were rewarded when Montana Wines Limited became the first winery in Australasia to have its quality management system certified to the ISO 9000 standard. In his role, he coached and trained staff for management positions. Dr. De Silvas expertise has been sought after by professional organizations. He has presented numerous papers at international seminars and published a number of papers and articles on quality management, food safety, pharmacy practice, and topics of general interest in management journals and magazines. He was the co-author of the chapter Hazard Analysis and Critical Control Point

in the book Handbook of Food Preservation, published by Marcel Dekker, New York (1st edition) (1999). In the second edition of Handbook of Food Preservation, he was the author of the revised Hazard Analysis and Critical Control Point (HACCP) chapter and the Good Manufacturing Practices chapter (published by CRC Press, Boca Raton, Florida, in July 2007). His book Handbook of Good Pharmacy Practice was published in 2011 in Sri Lanka. He has gained competency as a lead auditor and was a registered auditor in quality management and occupational safety and hygiene. Dr. De Silva was a member of the review board of the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) and a member of its technical advisory council. JAS-ANZ is the sole body responsible for accrediting certifying bodies in Australia and New Zealand. He has also been enlisted as a consultant to United Nations Industrial Development Organization (UNIDO). In 2004, the New Zealand government awarded him the Queens Service Medal for services to the New Zealand community.