

No Complaints, No Lawsuits

author: Hal Denton, Fiona Lally

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Synopsis

author	Hal Denton, Fiona Lally
readBy	Steven Brand
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Today's social media and non-stop news can destroy your organization's reputation in a single day. Are you prepared? If you haven't integrated customer expectations into your risk management program, you're exposed, even if you've done nothing wrong.

Quality risk management is an innovative approach to managing risk that combines elements of traditional risk management with quality management to reveal:

- The full range of potential losses facing organizations today - from customer complaints to bell-ringing lawsuits, and
- The real cause of all these losses - unmet expectations

No Complaints, No Lawsuits distills this approach into 11 guiding principles that can ensure that your risk management program is ready to meet today's demands. These principles, which you can learn in a few hours, along with the implementation tips and key takeaways in this book, give you all you need to understand quality risk management and change your organization's approach to risk management forever.

Reader's comments

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