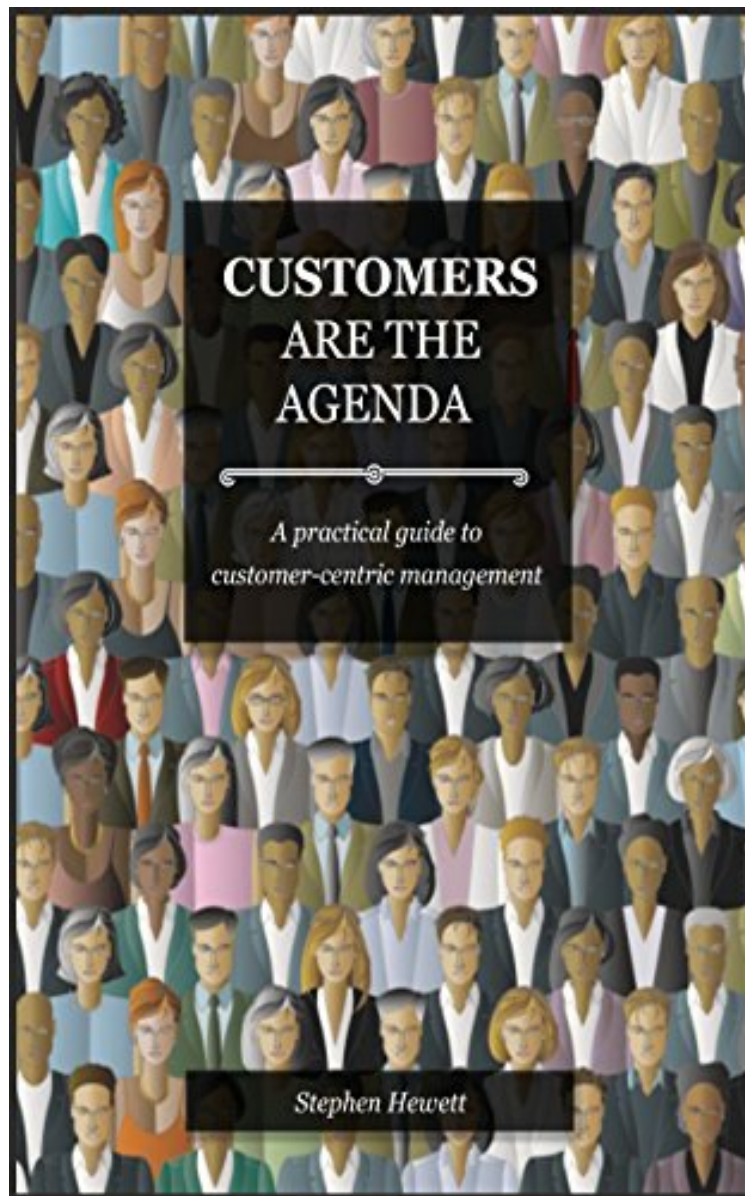


Customers Are The Agenda

Stephen Hewett

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"Stephen is a customer guru for our times." Mark Price, MD, Waitrose
About the Author
Stephen Hewett is the Founding Partner of management consulting firm Vantage Partners Limited, and an Associate Partner of Charteris plc, where he was formerly Head of Business Consulting (prior to setting up Vantage Partners). His extensive work with commercial clients and with Central and Local Government has given him experience in a wide variety of industry sectors. His other published works include the book *The Customer-Centric You*, also published by Management Books 2000.