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and extolling the virtues of the Net Promoter Score or NPS. I was already quite familiar with the NPS methodology having pioneered its use in IT outsourcing. However, I found that the book still had much to commend it.

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social. Even as recently as 2006, the concept of measurement, management and their impact on philanthropy was not considered a key tool to business development - that's why The Ultimate Question 2.0 was published.

### **The Ultimate Question 2.0 Book Review | Management Consulted**

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A delegation of authority: A. Specifies the Incident Action Plan to be implemented by the Incident Commander B. May be needed when the incident scope is complex or beyond existing authorities C. Is required even if the Incident Commander is acting within his or her existing authorities D. Relieves the granting authority of the ultimate responsibility for the incident

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