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Known for its cutting edge research and examples, Griffin's Management has helped hundreds of thousands of students prepare for careers in business. This highly successful program takes a functional approach to the process of management, with a focus on active planning, leading, organizing, and controlling. Ricky Griffin's straightforward writing style and well-researched in-text examples have made this book uncommonly student-friendly. The Ninth Edition has been significantly revised to reflect the most recent issues that managers face, with a new and enhanced focus on the service sector, ethics, global management, and information technology. Additionally, the text integrates issues such as the balance of theory and practice and uses examples based on small companies and non-profit organizations to underscore the idea that management is not simply confined to large businesses.