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## KEY=OPERATIONS - WATERS CERVANTES

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### FAST FOOD NATION

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### THE DARK SIDE OF THE ALL-AMERICAN MEAL

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Houghton Mifflin Harcourt Explores the homogenization of American culture and the impact of the fast food industry on modern-day health, economy, politics, popular culture, entertainment, and food production.

### FOX AND MCDONALD'S INTRODUCTION TO FLUID MECHANICS

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John Wiley & Sons Through ten editions, Fox and McDonald's Introduction to Fluid Mechanics has helped students understand the physical concepts, basic principles, and analysis methods of fluid mechanics. This market-leading textbook provides a balanced, systematic approach to mastering critical concepts with the proven Fox-McDonald solution methodology. In-depth yet accessible chapters present governing equations, clearly state assumptions, and relate mathematical results to corresponding physical behavior. Emphasis is placed on the use of control volumes to support a practical, theoretically-inclusive problem-solving approach to the subject. Each comprehensive chapter includes numerous, easy-to-follow examples that illustrate good solution technique and explain challenging points. A broad range of carefully selected topics describe how to apply the governing equations to various problems, and explain physical concepts to enable students to model real-world fluid flow situations. Topics include flow measurement, dimensional analysis and similitude, flow in pipes, ducts, and open channels, fluid machinery, and more. To enhance student learning, the book incorporates numerous pedagogical features including chapter summaries and learning objectives, end-of-chapter problems, useful equations, and design and open-ended problems that encourage students to apply fluid mechanics principles to the design of devices and systems.

### MCDONALD'S

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### BEHIND THE ARCHES

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Discusses the people, the strategies, and the innovations that turned a hamburger stand into a multi-billion-dollar corporation that revolutionized an industry and influenced the culture of America.

### STRENGTHENING FORENSIC SCIENCE IN THE UNITED STATES

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### A PATH FORWARD

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National Academies Press Scores of talented and dedicated people serve the forensic science community, performing vitally important work. However, they are often constrained by lack of adequate resources, sound policies, and national support. It is clear that change and advancements, both systematic and scientific, are needed in a number of forensic science disciplines to ensure the reliability of work, establish enforceable standards, and promote best practices with consistent application. Strengthening Forensic Science in the United States: A Path Forward provides a detailed plan for addressing these needs and suggests the creation of a new government entity, the National Institute of Forensic Science, to establish and enforce standards within the forensic science community. The benefits of improving and regulating the forensic science disciplines are clear: assisting law enforcement officials, enhancing homeland security, and reducing the risk of wrongful conviction and exoneration. Strengthening Forensic Science in the United States gives a full account of what is needed to advance the forensic science disciplines, including upgrading of systems and organizational structures, better training, widespread adoption of uniform and enforceable best practices, and mandatory certification and accreditation programs. While this book provides an essential call-to-action for congress and policy makers, it also serves as a vital tool for law enforcement agencies, criminal prosecutors and attorneys, and forensic science educators.

### PRINCIPLES OF MANAGEMENT

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Principles of Management is designed to meet the scope and sequence requirements of the introductory course on management. This is a traditional approach to management using the leading, planning, organizing, and controlling approach. Management is a broad business discipline, and the Principles of Management course covers many management areas such as human resource management and strategic management, as well as behavioral areas such as motivation. No one individual can be an expert in all areas of management, so an additional benefit of this text is that specialists in a variety of areas have authored individual chapters. Contributing Authors David S. Bright, Wright State University Anastasia H. Cortes, Virginia Tech University Eva Hartmann, University of Richmond K. Praveen Parboteeah, University of Wisconsin-Whitewater Jon L. Pierce, University of Minnesota-Duluth Monique Reece Amit Shah, Frostburg State University Siri Terjesen, American University Joseph Weiss, Bentley University Margaret A. White, Oklahoma State University Donald G. Gardner, University of Colorado-Colorado Springs Jason Lambert, Texas Woman's University Laura M. Leduc, James Madison University Joy Leopold, Webster University Jeffrey Muldoon, Emporia State University James S. O'Rourke, University of Notre Dame

### GETTING EVERYTHING YOU CAN OUT OF ALL YOU'VE GOT

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### 21 WAYS YOU CAN OUT-THINK, OUT-PERFORM, AND OUT-EARN THE COMPETITION

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Macmillan A consultant to some of America's leading corporations shares key insights and ideas on how to supercharge one's business and career, explaining how to create and develop new opportunities for wealth in any business, enterprise, or venture. Reprint. 50,000 first printing.

### LEADERSHIP AND TRAINING FOR THE FIGHT

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### USING SPECIAL OPERATIONS PRINCIPLES TO SUCCEED IN LAW ENFORCEMENT, BUSINESS, AND WAR

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Simon and Schuster Ideal for fans of Dave Grossman, Paul Howe, George Thompson, and other authors of police books A brilliant military intelligence book that shares leadership and training for the fight Includes riveting stories of military operations In Leadership and Training for the Fight, MSG Paul R. Howe, U.S. Army Retired, shares his thoughts on leadership that he has developed through extensive combat experience. Howe analyzes leadership concepts. He also provides advice on how to understand students and to change your teaching methods. This military and leadership training book is based on Howe's unique insight as a Special Operations soldier. Leadership and Training for the Fight is the perfect guide for anyone interested in improving their leadership skills, whether in military or civilian situations.

### GRINDING IT OUT

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### THE MAKING OF MCDONALD'S

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Macmillan "He either enchants or antagonizes everyone he meets. But even his enemies agree there are three things Ray Kroc does damned well: sell hamburgers, make money, and tell stories." --from Grinding It Out Few entrepreneurs can claim to have radically changed the way we live, and Ray Kroc is one of them. His revolutions in food-service automation, franchising, shared national training, and advertising have earned him a place beside the men and women who have founded not only businesses, but entire empires. But even more interesting than Ray Kroc the business man is Ray Kroc the man. Not your typical self-made tycoon, Kroc was fifty-two years old when he opened his first franchise. In Grinding It Out, you'll meet the man behind McDonald's, one of the largest fast-food corporations in the world with over 32,000 stores around the globe. Irrepressible enthusiast, intuitive people person, and born storyteller, Kroc will fascinate and inspire you on every page.

### WHO GLOBAL STRATEGY FOR FOOD SAFETY

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### SAFER FOOD FOR BETTER HEALTH

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Foodborne diseases takes a major toll on health. Thousands of millions of people fall ill and many die as a result of eating unsafe food. Deeply concerned by this a resolution was adopted by WHO and its Member States to recognize fod safety as an essential public health function and to develop a Global Strategy for reducing the burden of foodborne

diseases.

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## FOOD AND BEVERAGE MANAGEMENT

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Routledge This introductory textbook provides a thorough guide to the management of food and beverage outlets, from their day-to-day running through to the wider concerns of the hospitality industry. It explores the broad range of subject areas that encompass the food and beverage market and its five main sectors - fast food and popular catering, hotels and quality restaurants and functional, industrial, and welfare catering. New to this edition are case studies covering the latest industry developments, and coverage of contemporary environmental concerns, such as sourcing, sustainability and responsible farming. It is illustrated in full colour and contains end-of-chapter summaries and revision questions to test your knowledge as you progress. Written by authors with many years of industry practice and teaching experience, this book is the ideal guide to the subject for hospitality students and industry practitioners alike.

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## THE ART OF DECEPTION

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## CONTROLLING THE HUMAN ELEMENT OF SECURITY

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John Wiley & Sons The world's most infamous hacker offers an insider's view of the low-tech threats to high-tech security Kevin Mitnick's exploits as a cyber-desperado and fugitive form one of the most exhaustive FBI manhunts in history and have spawned dozens of articles, books, films, and documentaries. Since his release from federal prison, in 1998, Mitnick has turned his life around and established himself as one of the most sought-after computer security experts worldwide. Now, in *The Art of Deception*, the world's most notorious hacker gives new meaning to the old adage, "It takes a thief to catch a thief." Focusing on the human factors involved with information security, Mitnick explains why all the firewalls and encryption protocols in the world will never be enough to stop a savvy grifter intent on rifling a corporate database or an irate employee determined to crash a system. With the help of many fascinating true stories of successful attacks on business and government, he illustrates just how susceptible even the most locked-down information systems are to a slick con artist impersonating an IRS agent. Narrating from the points of view of both the attacker and the victims, he explains why each attack was so successful and how it could have been prevented in an engaging and highly readable style reminiscent of a true-crime novel. And, perhaps most importantly, Mitnick offers advice for preventing these types of social engineering hacks through security protocols, training programs, and manuals that address the human element of security.

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## TRANSACTION COST MANAGEMENT

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## STRATEGIES AND PRACTICES FOR A GLOBAL OPEN ECONOMY

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Springer All organizations, institutions, business processes, markets and strategies have one aim in common: the reduction of transaction costs. This aim is pursued relentlessly in practice, and has been perceived to bring about drastic changes, especially in the recent global market and the cyber economy. This book analyzes and describes "transactions" as a model, on the basis of which organizations, institutions and business processes can be appropriately shaped. It tracks transaction costs to enable a scientific approach instead of a widely used "state-of-the-art" approach, working to bridge the gap between theory and practice. This open access book analyzes and describes "transactions" as a model...

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## PARENT MANAGEMENT TRAINING

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## TREATMENT FOR OPPOSITIONAL, AGGRESSIVE, AND ANTISOCIAL BEHAVIOR IN CHILDREN AND ADOLESCENTS

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Oxford University Press Among evidence-based therapies for children and adolescents with oppositional, aggressive, and antisocial behavior, parent management training (PMT) is without peer; no other treatment for children has been as thoroughly investigated and as widely applied. Here, Alan E. Kazdin brings together the conceptual and empirical bases underlying PMT with discussions of background, principles, and concepts, supplemented with concrete examples of the ways therapists should interact with parents and children. The second half of the book is a PMT treatment manual. The manual details the particulars of the therapy: what is done to and by whom, what the therapist should say, and what to expect at each stage of treatment. It also contains handouts, charts, and aides for parents. A companion website ([www.oup.com/us/pmt](http://www.oup.com/us/pmt)) provides additional resources for clinicians.

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## CASES IN OPERATIONS MANAGEMENT

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Pearson Education The third edition of this clearly structured case book has been expanded and updated, and includes an introduction to the analysis of operations management cases. Key areas of operations management are dealt with, including new areas such as operations strategy, performance measurement and TPM.

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## THE ALGORITHM DESIGN MANUAL

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Springer Science & Business Media This newly expanded and updated second edition of the best-selling classic continues to take the "mystery" out of designing algorithms, and analyzing their efficacy and efficiency. Expanding on the first edition, the book now serves as the primary textbook of choice for algorithm design courses while maintaining its status as the premier practical reference guide to algorithms for programmers, researchers, and students. The reader-friendly *Algorithm Design Manual* provides straightforward access to combinatorial algorithms technology, stressing design over analysis. The first part, *Techniques*, provides accessible instruction on methods for designing and analyzing computer algorithms. The second part, *Resources*, is intended for browsing and reference, and comprises the catalog of algorithmic resources, implementations and an extensive bibliography. NEW to the second edition: • Doubles the tutorial material and exercises over the first edition • Provides full online support for lecturers, and a completely updated and improved website component with lecture slides, audio and video • Contains a unique catalog identifying the 75 algorithmic problems that arise most often in practice, leading the reader down the right path to solve them • Includes several NEW "war stories" relating experiences from real-world applications • Provides up-to-date links leading to the very best algorithm implementations available in C, C++, and Java

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## THE MCDONALDIZATION OF SOCIETY

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SAGE Publications, Incorporated Now in its Eighth Edition, George Ritzer's *McDonaldization of Society* continues to stand as one of the pillars of modern day sociological thought. By linking theory to 21st century culture, this book resonates with students in a way that few other books do, opening their eyes to many current issues, especially in the areas of consumption and globalization. Through vivid, story-telling prose, Ritzer provides an insightful introduction to the ways in which the principles of the fast-food restaurant are coming to dominate sectors of American society as well as the rest of the world. This new edition has been fully updated to include a new focus on McDonaldization of the workforce.

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## OPERATIONS MANAGEMENT IN CONTEXT

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Routledge *Operations Management in Context* provides students with excellent grounding in the theory and practice of operations management and its role within organizations. Structured in a clear and logical manner, it gradually leads newcomers to this subject through each topic area, highlighting key issues, and using practical case study material and examples to contextualize learning. Each chapter is structured logically and concludes with summary material to aid revision. Exercises and self-assessment questions are included to reinforce learning and maintain variety, with answers included at the end of the text.

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## THE MCDONALDIZATION OF SOCIETY

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## 20TH ANNIVERSARY EDITION

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SAGE George Ritzer's *McDonaldization of Society*, now celebrating its 20th anniversary, continues to stand as one of the pillars of modern day sociological thought. By linking theory to 21st century culture, this book resonates with students in a way that few other books do, opening their eyes to many current issues, especially in consumption and globalization. As in previous editions, the book has been updated and it offers new discussions of, among others, In-N-Out- Burger and Pret A Manger as possible antitheses of McDonaldization. The biggest change, however, is that the book has been radically streamlined to offer an even clearer articulation of the now-famous McDonaldization thesis.

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## THE UNIX-HATERS HANDBOOK

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John Wiley & Sons Incorporated This book is for all people who are forced to use UNIX. It is a humorous book--pure entertainment--that maintains that UNIX is a computer virus with a user interface. It features letters from the thousands posted on the Internet's "UNIX-Haters" mailing list. It is not a computer handbook, tutorial, or reference. It is a self-help book that will let readers know they are not alone.

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## THE NETWORK RESHAPES THE LIBRARY

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## LORCAN DEMPSEY ON LIBRARIES, SERVICES AND NETWORKS

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American Library Association Since he began posting in 2003, Dempsey has used his blog to explore nearly every important facet of library technology, from the emergence of Web 2.0 as a concept to open source ILS tools and the push to web-scale library management systems.

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## FUNDAMENTALS OF BUSINESS (BLACK AND WHITE)

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(Black & White version) *Fundamentals of Business* was created for Virginia Tech's MGT 1104 Foundations of Business through a collaboration between the Pamplin College of Business and Virginia Tech Libraries. This book is freely available at: <http://hdl.handle.net/10919/70961> It is licensed with a Creative Commons-NonCommercial ShareAlike 3.0 license.

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## EMPLOYEE TRAINING & DEVELOPMENT

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McGraw-Hill Companies

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## BUSINESS MODEL GENERATION

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### A HANDBOOK FOR VISIONARIES, GAME CHANGERS, AND CHALLENGERS

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John Wiley & Sons Business Model Generation is a handbook for visionaries, game changers, and challengers striving to defy outmoded business models and design tomorrow's enterprises. If your organization needs to adapt to harsh new realities, but you don't yet have a strategy that will get you out in front of your competitors, you need Business Model Generation. Co-created by 470 "Business Model Canvas" practitioners from 45 countries, the book features a beautiful, highly visual, 4-color design that takes powerful strategic ideas and tools, and makes them easy to implement in your organization. It explains the most common Business Model patterns, based on concepts from leading business thinkers, and helps you reinterpret them for your own context. You will learn how to systematically understand, design, and implement a game-changing business model--or analyze and renovate an old one. Along the way, you'll understand at a much deeper level your customers, distribution channels, partners, revenue streams, costs, and your core value proposition. Business Model Generation features practical innovation techniques used today by leading consultants and companies worldwide, including 3M, Ericsson, Capgemini, Deloitte, and others. Designed for doers, it is for those ready to abandon outmoded thinking and embrace new models of value creation: for executives, consultants, entrepreneurs, and leaders of all organizations. If you're ready to change the rules, you belong to "the business model generation!"

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## STRATEGIC OPERATIONS MANAGEMENT

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Routledge This is a substantial new edition of a successful textbook which continues to have a sensible and 'easy to read' style. Each Chapter has a past/present/future theme with a real strategic approach. Strategic Operations Management shows operations as combining products and services into a complete offer for the customer. Services are therefore seen as key and are integrated throughout the material in each chapter. Manufacturing, service supply and other key factors are all shown to be in place. In an era where companies are fond of talking about core competences but still struggle to understand their operations, this is an important for academics and practitioners alike. Only when managers understand their operations will they be able to leverage them into any sort of capabilities that will lead to competitive advantage. Online tutor resource materials accompany the book.

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## THE ADULT LEARNER

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### THE DEFINITIVE CLASSIC IN ADULT EDUCATION AND HUMAN RESOURCE DEVELOPMENT

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Routledge How do you tailor education to the learning needs of adults? Do they learn differently from children? How does their life experience inform their learning processes? These were the questions at the heart of Malcolm Knowles' pioneering theory of andragogy which transformed education theory in the 1970s. The resulting principles of a self-directed, experiential, problem-centred approach to learning have been hugely influential and are still the basis of the learning practices we use today. Understanding these principles is the cornerstone of increasing motivation and enabling adult learners to achieve. The 9th edition of The Adult Learner has been revised to include: Updates to the book to reflect the very latest advancements in the field. The addition of two new chapters on diversity and inclusion in adult learning, and andragogy and the online adult learner. An updated supporting website. This website for the 9th edition of The Adult Learner will provide basic instructor aids. For each chapter, there will be a PowerPoint presentation, learning exercises, and added study questions. Revisions throughout to make it more readable and relevant to your practices. If you are a researcher, practitioner, or student in education, an adult learning practitioner, training manager, or involved in human resource development, this is the definitive book in adult learning you should not be without.

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## THE FOURTH INDUSTRIAL REVOLUTION

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Currency Between the 18th and 19th centuries, Britain experienced massive leaps in technological, scientific, and economical advancement

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## WORKING MOTHER

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The magazine that helps career moms balance their personal and professional lives.

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## START-UP NATION

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### THE STORY OF ISRAEL'S ECONOMIC MIRACLE

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Twelve START-UP NATION addresses the trillion dollar question: How is it that Israel-- a country of 7.1 million, only 60 years old, surrounded by enemies, in a constant state of war since its founding, with no natural resources-- produces more start-up companies than large, peaceful, and stable nations like Japan, China, India, Korea, Canada and the UK? With the savvy of foreign policy insiders, Senor and Singer examine the lessons of the country's adversity-driven culture, which flattens hierarchy and elevates informality-- all backed up by government policies focused on innovation. In a world where economies as diverse as Ireland, Singapore and Dubai have tried to re-create the "Israel effect", there are entrepreneurial lessons well worth noting. As America reboots its own economy and can-do spirit, there's never been a better time to look at this remarkable and resilient nation for some impressive, surprising clues.

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## TRANSIT CAPACITY AND QUALITY OF SERVICE MANUAL

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Transportation Research Board CD includes pdf version of the print book plus supplementary Excel spreadsheets and a library of related TCRP publications.

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## HOW PEOPLE LEARN

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### BRAIN, MIND, EXPERIENCE, AND SCHOOL: EXPANDED EDITION

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National Academies Press First released in the Spring of 1999, How People Learn has been expanded to show how the theories and insights from the original book can translate into actions and practice, now making a real connection between classroom activities and learning behavior. This edition includes far-reaching suggestions for research that could increase the impact that classroom teaching has on actual learning. Like the original edition, this book offers exciting new research about the mind and the brain that provides answers to a number of compelling questions. When do infants begin to learn? How do experts learn and how is this different from non-experts? What can teachers and schools do with curricula, classroom settings, and teaching methods--to help children learn most effectively? New evidence from many branches of science has significantly added to our understanding of what it means to know, from the neural processes that occur during learning to the influence of culture on what people see and absorb. How People Learn examines these findings and their implications for what we teach, how we teach it, and how we assess what our children learn. The book uses exemplary teaching to illustrate how approaches based on what we now know result in in-depth learning. This new knowledge calls into question concepts and practices firmly entrenched in our current education system. Topics include: How learning actually changes the physical structure of the brain. How existing knowledge affects what people notice and how they learn. What the thought processes of experts tell us about how to teach. The amazing learning potential of infants. The relationship of classroom learning and everyday settings of community and workplace. Learning needs and opportunities for teachers. A realistic look at the role of technology in education.

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## COMMERCE BUSINESS DAILY

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### ENHANCING ORGANIZATIONAL PERFORMANCE

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National Academies Press Total quality management (TQM), reengineering, the workplace of the twenty-first century--the 1990s have brought a sense of urgency to organizations to change or face stagnation and decline, according to Enhancing Organizational Performance. Organizations are adopting popular management techniques, some scientific, some faddish, often without introducing them properly or adequately measuring the outcome. Enhancing Organizational Performance reviews the most popular current approaches to organizational change--total quality management, reengineering, and downsizing--in terms of how they affect organizations and people, how performance improvements can be measured, and what questions remain to be answered by researchers. The committee explores how theory, doctrine, accepted wisdom, and personal experience have all served as sources for organization design. Alternative organization structures such as teams, specialist networks, associations, and virtual organizations are examined. Enhancing Organizational Performance looks at the influence of the organization's norms, values, and beliefs--its culture--on people and their performance, identifying cultural "levers" available to organization leaders. And what is leadership? The committee sorts through a wealth of research to identify behaviors and skills related to leadership effectiveness. The volume examines techniques for developing these skills and suggests new competencies that will become required with globalization and other trends. Mergers, networks, alliances, coalitions--organizations are increasingly turning to new intra- and inter-organizational structures. Enhancing Organizational Performance discusses how organizations cooperate to maximize outcomes. The committee explores the changing missions of the U.S. Army as a case study that has relevance to any organization. Noting that a musical greeting card contains more computing power than existed in the entire world before 1950, the committee addresses the impact of new technologies on performance. With examples, insights, and practical criteria, Enhancing Organizational Performance clarifies the nature of organizations and the prospects for performance improvement. This book will be important to corporate leaders, executives, and managers; faculty and students in organizational performance and the social sciences; business journalists; researchers; and interested individuals.

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## BUSINESS ETHICS

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### **THE FIELD GUIDE TO HUMAN ERROR INVESTIGATIONS**

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Routledge This title was first published in 2002: This field guide assesses two views of human error - the old view, in which human error becomes the cause of an incident or accident, or the new view, in which human error is merely a symptom of deeper trouble within the system. The two parts of this guide concentrate on each view, leading towards an appreciation of the new view, in which human error is the starting point of an investigation, rather than its conclusion. The second part of this guide focuses on the circumstances which unfold around people, which causes their assessments and actions to change accordingly. It shows how to "reverse engineer" human error, which, like any other component, needs to be put back together in a mishap investigation.

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### **THE REAL BOOK OF REAL ESTATE**

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#### **REAL EXPERTS. REAL STORIES. REAL LIFE.**

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ReadHowYouWant.com From the #1 bestselling author of "Rich Dad, Poor Dad" comes the ultimate guide to real estate--the advice and techniques every investor needs to navigate through the ups, downs, and in-betweens of the market.

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### **STATISTICS AND DATA ANALYSIS FOR FINANCIAL ENGINEERING**

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#### **WITH R EXAMPLES**

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Springer The new edition of this influential textbook, geared towards graduate or advanced undergraduate students, teaches the statistics necessary for financial engineering. In doing so, it illustrates concepts using financial markets and economic data, R Labs with real-data exercises, and graphical and analytic methods for modeling and diagnosing modeling errors. These methods are critical because financial engineers now have access to enormous quantities of data. To make use of this data, the powerful methods in this book for working with quantitative information, particularly about volatility and risks, are essential. Strengths of this fully-revised edition include major additions to the R code and the advanced topics covered. Individual chapters cover, among other topics, multivariate distributions, copulas, Bayesian computations, risk management, and cointegration. Suggested prerequisites are basic knowledge of statistics and probability, matrices and linear algebra, and calculus. There is an appendix on probability, statistics and linear algebra. Practicing financial engineers will also find this book of interest.

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### **REPORT OF THE PRESIDENTIAL COMMISSION ON THE SPACE SHUTTLE CHALLENGER ACCIDENT**

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DIANE Publishing Reviews the circumstances surrounding the Challenger accident to establish the probable cause or causes of the accident. Develops recommendations for corrective or other action based upon the Commission's findings and determinations. Color photos, charts and tables.

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### **DEVELOPING LEADERSHIP TALENT**

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John Wiley & Sons Based on the popular Developing Leadership Talent program offered by the acclaimed Center for Creative Leadership, this important resource offers a nuts-and-bolts framework for putting in place a leadership development system that will attract and retain the best and brightest talent. Step by step, the authors explain how alignment with strategic goals and organizational purpose and effective developmental experiences are the backbone of a successful leadership program. An authoritative and useful book, Developing Leadership Talent is an essential tool for any leadership program.

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### **INTRODUCTION TO BUSINESS**

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Introduction to Business covers the scope and sequence of most introductory business courses. The book provides detailed explanations in the context of core themes such as customer satisfaction, ethics, entrepreneurship, global business, and managing change. Introduction to Business includes hundreds of current business examples from a range of industries and geographic locations, which feature a variety of individuals. The outcome is a balanced approach to the theory and application of business concepts, with attention to the knowledge and skills necessary for student success in this course and beyond.

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### **MCDONALDIZATION**

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#### **THE READER**

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Pine Forge Press Latest update of this internationally popular anthology from George Ritzer.