

## Bookmark File PDF Operations Management 3rd Edition Kruger

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### OPERATIONS MANAGEMENT

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Oxford University Press Operations Management is an undergraduate text at universities and universities of technology that focusses on the managerial practices required in the manufacturing of products and provision of services.

### FOCUS GROUPS

### A PRACTICAL GUIDE FOR APPLIED RESEARCH

SAGE `I read this book in a single sitting. It is written in an enthusiastic, helpful and clear style that held my attention, and made me want to read what came next. I shall read it again in a single sitting - probably more than once. For it offers common-sense advice about planning and running focus groups which I will want to revisit' - British Journal of Education Technology The Third Edition of the `standard' for learning how to conduct a focus group contains: a new chapter comparing and contrasting market research, academic, nonprofit and participatory approaches to focus group research; expanded descriptions on how to plan focus group studies and do the analysis, including step-by-step procedures; examples of questions that ask participants to do more than just discuss, and suggestions on how to answer questions about your focus group research.

### DESIGNING SERVICE PROCESSES TO UNLOCK VALUE, THIRD EDITION

Business Expert Press Designing Service Processes to Unlock Value explores how service processes can be designed to leverage the expanding range of opportunities for service providers and customers to co-create value. The service process design landscape is changing, with many of the previous limitations disappearing on how and by whom services are delivered. Opportunities for new service design configurations are being supported, to a large extent, by technology-enabled innovations; many tasks previously performed by the service provider may now be performed by either the customer or the service provider. As a result, customers are playing a more active role in the service process, not only through self-service but also by providing information to the service provider to create a more personalized service experience. Designing Service Processes to Unlock Value explores how service processes can be designed to leverage the expanding range of opportunities for service providers and customers to co-create value. Readers will learn about frameworks for value co-creation and models for designing all types of service processes, as well as the unique challenges of designing knowledge-intensive services. And with the growing number of alternatives for designing service processes and determining who performs the various service tasks, service performance outcomes are increasingly dependent on the knowledge, skills, and abilities—that is, capabilities—of both service providers and customers. Thus, the book concludes with approaches to unlock these capabilities—and further boost value co-creation.

### CLINICAL GYNAECOLOGY

Juta and Company Ltd Presenting the basis for gynecological studies in South Africa, this comprehensive examination, compiled by 32 leaders in the field, describes the history and basics of gynecology—including genetics, embryology, anatomy, physiology, and cytology bioethics. Incorporating information on the latest diagnostic and therapeutic procedures, HIV/AIDS, abuse and violence against women, and access to gynecological data via electronic media, this third edition includes eight new chapters, a DVD that shows live techniques and procedures, and a quick-reference guide summarizing the salient points of each chapter. An invaluable resource for undergraduates, postgraduate students, and practicing physicians, the topics covered in this authoritative handbook apply not only to sub-Saharan Africa but to any developing community.

### GENERAL WALTER KRUEGER

### UNsung HERO OF THE PACIFIC WAR

Modern War Studies (Hardcover) A military biography of the general who led the U.S. Sixth Army in the Southwest Pacific in World War II, including grueling jungle campaigns in New Britain and New Guinea, and who was subsequently chosen by General MacArthur to lead the ground invasion of both the Philippines and Japan.

### ACUTE HEART FAILURE

### PUTTING THE PUZZLE OF PATHOPHYSIOLOGY AND EVIDENCE TOGETHER IN DAILY PRACTICE

Springer Science & Business Media Acute heart failure is a potentially life threatening situation where correct, rapid therapy can have a life saving impact. In this rapidly changing area of medicine this text aims to bring the latest understanding of the pathophysiology together with a practical guide to diagnosis and management using a thoroughly evidence based approach. This will appeal to a wide audience of health care professionals who will treat patients with acute heart failure, including doctors, medical students, nurses, and other professionals in the Emergency Department, General Internal Medicine, Anaesthetics, Cardiology (Medicine and Surgery) and Critical Care settings. It may be used as an evidence based guide for the junior practitioner or as an aide-memoire for the more senior. Always keeping the underlying pathophysiology at the forefront of the discussion, the reader is encouraged to understand the aetiology of the acute situation and how to direct management in order to correct the abnormal physiology. Each chapter is heavily referenced allowing the reader to easily refer to the original experimental studies and pursue topics in more detail if required. This text is a valuable addition to any practitioner who treats patients with acute heart failure and wants a deeper understanding of the condition.

### THE ST. LOUIS COMMUNE OF 1877

### COMMUNISM IN THE HEARTLAND

U of Nebraska Press Following the Civil War, large corporations emerged in the United States and became intent on maximizing their power and profits at all costs. Political corruption permeated American society as those corporate entities grew and spread across the country, leaving bribery and exploitation in their wake. This alliance between corporate America and the political class came to a screeching halt during the Great Railroad Strike of 1877, when the U.S. workers in the railroad, mining, canal, and manufacturing industries called a general strike against monopoly capitalism and brought the country to an economic standstill. In The St. Louis Commune of 1877 Mark Kruger tells the riveting story of how workers assumed political control in St. Louis, Missouri. Kruger examines the roots of the St. Louis Commune—focusing on the 1848 German revolution, the Paris Commune, and the First International. Not only was 1877 the first instance of a general strike in U.S. history; it was also the first time workers took control of a major American city and the first time a city was ruled by a communist party.

### ARGUING WITH ZOMBIES: ECONOMICS, POLITICS, AND THE FIGHT FOR A BETTER FUTURE

W. W. Norton & Company An accessible, compelling introduction to today's major policy issues from the New York Times columnist, best-selling author, and Nobel prize-winning economist Paul Krugman. There is no better guide than Paul Krugman to basic economics, the ideas that animate much of our public policy. Likewise, there is no stronger foe of zombie economics, the misunderstandings that just won't die. In Arguing with Zombies, Krugman tackles many of these misunderstandings, taking stock of where the United States has come from and where it's headed in a series of concise, digestible chapters. Drawn mainly from his popular New York Times column, they cover a wide range of issues, organized thematically and framed in the context of a wider debate. Explaining the complexities of health care, housing bubbles, tax reform, Social Security, and so much more with unrivaled clarity and precision, Arguing with Zombies is Krugman at the height of his powers. Arguing with Zombies puts Krugman at the front of the debate in the 2020 election year and is an indispensable guide to two decades' worth of political and economic discourse in the United States and around the globe. With quick, vivid sketches, Krugman turns his readers into intelligent consumers of the daily news and hands them the keys to unlock the concepts behind the greatest economic policy issues of our time. In doing so, he delivers an instant classic that can serve as a reference point for this and future generations.

### MULTIPLE-CHOICE QUESTIONS FOR INTRODUCTION TO BUSINESS MANAGEMENT

### THE KRUGER EXPERIENCE

### ECOLOGY AND MANAGEMENT OF SAVANNA HETEROGENEITY

Island Press Annotation Throughout its history, Kruger National Park in South Africa has supported connections between science and management. This work places the scientific and management experience in Kruger within the framework of modern ecological theory and its practical applications.

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## MANAGEMENT FOR ENGINEERS, TECHNOLOGISTS AND SCIENTISTS

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Juta and Company Ltd Addressing the specific needs of engineers, scientists, and technicians, this reference introduces engineering students to the basics of marketing, human resource management, employment relations, personnel management, and financial management. This guide will help engineering students develop a sense for business and prepare them for the commercial and administrative dealings with customers, suppliers, contractors, accountants, and managers.

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## THE PRICE OF GLOBAL HEALTH

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### DRUG PRICING STRATEGIES TO BALANCE PATIENT ACCESS AND THE FUNDING OF INNOVATION

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Routledge Public debate on the rising cost of new biotechnology drug treatments has intensified over the last few years as healthcare budget pressures have mounted under a strained economy. Meanwhile, the demand for new, effective medical and drug treatments continues to rise as unhealthy lifestyles cause further increases in diabetes and cardiovascular disease. Global drug pricing is one of the most hotly debated yet least understood aspects of the pharmaceutical industry. How should drug prices be set and what does it mean for patients? Why do governments increasingly get involved, and what is its impact on the global competitive environment? How can a life-saving industry have a poorer image than gun and tobacco industries, whose products are associated with death? Ed Schoonveld explains how pharmaceutical prices are determined in a complex global payer environment and what factors influence the process. His insights will help a wide range of audiences, from healthcare industry professionals to policy makers and the broader public, to gain a better understanding of this highly complex and emotionally charged field. The Price of Global Health is recognized as a valued and unique reference book that covers a complete array of topics related to global pharmaceutical pricing. It contains an in-depth but straightforward exploration of the pharmaceutical pricing strategy process, its underlying market access, general business and ethical considerations, and its implications for payers, physicians and patients. It is a much-needed and invaluable resource for anybody interested or involved in, or affected by, the development, funding and use of prescription drugs. In particular, it is of critical importance to pharmaceutical company executives and other leaders and professionals in commercialization and drug development, including marketing, business development, market access and pricing, clinical development, drug discovery, regulatory affairs, health outcomes, market research and public affairs. The second edition includes new chapters on payer value story development, oncology, orphan drugs and payer negotiations. Furthermore, many country chapters have been substantially updated to reflect changes in the healthcare systems, including the Affordable Care Act in the US, AMNOG in Germany, medico-economic requirements in France and many other country-specific changes. Lastly, almost every chapter has been updated with new examples and illustrations.

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## REGISTRIES FOR EVALUATING PATIENT OUTCOMES

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### A USER'S GUIDE

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Government Printing Office This User's Guide is intended to support the design, implementation, analysis, interpretation, and quality evaluation of registries created to increase understanding of patient outcomes. For the purposes of this guide, a patient registry is an organized system that uses observational study methods to collect uniform data (clinical and other) to evaluate specified outcomes for a population defined by a particular disease, condition, or exposure, and that serves one or more predetermined scientific, clinical, or policy purposes. A registry database is a file (or files) derived from the registry. Although registries can serve many purposes, this guide focuses on registries created for one or more of the following purposes: to describe the natural history of disease, to determine clinical effectiveness or cost-effectiveness of health care products and services, to measure or monitor safety and harm, and/or to measure quality of care. Registries are classified according to how their populations are defined. For example, product registries include patients who have been exposed to biopharmaceutical products or medical devices. Health services registries consist of patients who have had a common procedure, clinical encounter, or hospitalization. Disease or condition registries are defined by patients having the same diagnosis, such as cystic fibrosis or heart failure. The User's Guide was created by researchers affiliated with AHRQ's Effective Health Care Program, particularly those who participated in AHRQ's DEcIDE (Developing Evidence to Inform Decisions About Effectiveness) program. Chapters were subject to multiple internal and external independent reviews.

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## UNCERTAINTY ANALYSIS IN ENGINEERING AND SCIENCES: FUZZY LOGIC, STATISTICS, AND NEURAL NETWORK APPROACH

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Springer Science & Business Media Uncertainty has been of concern to engineers, managers and . scientists for many centuries. In management sciences there have existed definitions of uncertainty in a rather narrow sense since the beginning of this century. In engineering and uncertainty has for a long time been considered as in sciences, however, synonymous with random, stochastic, statistic, or probabilistic. Only since the early sixties views on uncertainty have ~ecome more heterogeneous and more tools to model uncertainty than statistics have been proposed by several scientists. The problem of modeling uncertainty adequately has become more important the more complex systems have become, the faster the scientific and engineering world develops, and the more important, but also more difficult, forecasting of future states of systems have become. The first question one should probably ask is whether uncertainty is a phenomenon, a feature of real world systems, a state of mind or a label for a situation in which a human being wants to make statements about phenomena, i. e. , reality, models, and theories, respectively. One cart also ask whether uncertainty is an objective fact or just a subjective impression which is closely related to individual persons. Whether uncertainty is an objective feature of physical real systems seems to be a philosophical question. This shall not be answered in this volume.

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## WHO LABORATORY MANUAL FOR THE EXAMINATION OF HUMAN SEMEN AND SPERM-CERVICAL MUCUS INTERACTION

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Cambridge University Press The definitive and essential source of reference for all laboratories involved in the analysis of human semen.

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## OPERATIONS MANAGEMENT WITH CASES IN OPERATIONS MANAGEMENT

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Financial Times/Prentice Hall This is a great value multipack consisting of Slack: Operations Management 3/e ISBN: 0273646575 & Johnson/Harrison: Cases in Operations Management 3/e ISBN: 0273655310

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## UNINTENDED CONSEQUENCES

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## WHY EVERYTHING YOU'VE BEEN TOLD ABOUT THE ECONOMY IS WRONG

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Penguin Was our country's economic success before the Crash of '08 built on false pretenses? Did we simply borrow and spend too much, or was something else really going on? The conventional wisdom now accuses Wall Street and the mortgage industry of using predatory tactics to seduce homeowners. Meanwhile, average Americans are blamed for increasing consumption to unsustainable levels by borrowing recklessly. And the tax policies of the Reagan and Bush administrations are blamed for encouraging reckless risk-taking. Edward Conard disagrees. In an attempt to set the record straight he presents a fascinating new case for how the economy really works, why the U.S. has outperformed other countries, what caused the financial crisis, and what improvements might better protect our economy without damaging growth.

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## THE DEVOPS HANDBOOK

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## HOW TO CREATE WORLD-CLASS AGILITY, RELIABILITY, AND SECURITY IN TECHNOLOGY ORGANIZATIONS

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IT Revolution Increase profitability, elevate work culture, and exceed productivity goals through DevOps practices. More than ever, the effective management of technology is critical for business competitiveness. For decades, technology leaders have struggled to balance agility, reliability, and security. The consequences of failure have never been greater—whether it's the healthcare.gov debacle, cardholder data breaches, or missing the boat with Big Data in the cloud. And yet, high performers using DevOps principles, such as Google, Amazon, Facebook, Etsy, and Netflix, are routinely and reliably deploying code into production hundreds, or even thousands, of times per day. Following in the footsteps of The Phoenix Project, The DevOps Handbook shows leaders how to replicate these incredible outcomes, by showing how to integrate Product Management, Development, QA, IT Operations, and Information Security to elevate your company and win in the marketplace.

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## HANDBOOK OF PRACTICAL PROGRAM EVALUATION

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John Wiley & Sons The second edition of Handbook of Practical Program Evaluation offers managers, analysts, consultants, and educators in government, nonprofit, and private institutions a valuable resource that outlines efficient and economical methods for assessing program results and identifying ways to improve program performance. The Handbook has been thoroughly revised. Many new chapters have been prepared for this edition, including chapters on logic modeling and on evaluation applications for small nonprofit organizations. The Handbook of Practical Program Evaluation is a comprehensive resource on evaluation, covering both in-depth program evaluations and performance monitoring. It presents evaluation methods that will be useful at all levels of government and in nonprofit organizations.

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## PURCHASING AND SUPPLY CHAIN MANAGEMENT

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South-Western Pub Purchasing and Supply Chain Management, 3rd Edition is a turnkey solution for providing current and thorough coverage for this critical area of the supply chain. This book is not only a text but a reference as well and is now established as one of the leading-edge strategy and purchasing books. Students gain contextual insights and knowledge into the strategies, processes, and practices of purchasing through use of the many cases and examples. Because of their relationships with executives and practitioners worldwide, the authors are able to present unique and up-to-date insights that lead to greater understanding of the purchasing process. Purchasing and Supply Chain Management provides a hands-on, applied approach that has been thoroughly tested with student audiences to ensure learning success.

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## HANDBOOK OF SPACE TECHNOLOGY

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John Wiley & Sons Twenty years since the first edition was published in the German language, and just over fifty years since the launch of the Earth's first ever artificial satellite Sputnik 1, this third edition of the Handbook of Space Technology presents in fully integrated colour a detailed insight into the fascinating world of space for the first time in the English language. Authored by over 70 leading experts from universities, research institutions and the space industry, this comprehensive handbook describes the processes and methodologies behind the development, construction, operation and utilization of space systems, presenting the profound changes that have occurred in recent years in the engineering, materials, processes and even politics associated with space technologies and utilization. The individual chapters are self-contained, enabling the reader to gain a quick and reliable overview of a selected field; an extensive reference and keyword list helps those who wish to deepen their understanding of individual topics. Featuring superb, full colour illustrations and photography throughout, this interdisciplinary reference contains practical, hands-on engineering and planning information that will be invaluable to those on a career path within space technology, or simply for those of us who'd like to know more about this fascinating industry. Main section headings include: Introduction (historical overview, space missions) Fundamentals (orbital mechanics, aerothermodynamics/ reentry, space debris) Launch Vehicles (staged technologies, propulsion systems, launch infrastructure) Space Vehicle Subsystems (structure, energy supply, thermal controls, attitude control, communication) Aspects of Human Flight (man in space, life support systems, rendezvous and docking) Mission Operations (satellite operation, control center, ground station network) Utilization of Space (Earth observation, communication navigation, space astronomy, material sciences, space medicine, robotics) Configuration and Design of a Space Vehicle (mission concept, system concept, environmental simulation, system design, Galileo satellites) Management of Space Missions (project management, quality management, cost management, space law)

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## A GAME RANGER REMEMBERS

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Jonathan Ball Publishers Bruce Bryden's true stories about the life of a bushveld conservationist draws on 27 years in the service of the Kruger National Park. It makes for a gripping read, abounding with encounters with elephant, lion, buffalo, leopard and rhino, whether darting for research, managing culling operations by helicopter or stalking on foot. In the best tradition of bushveld stories, there is a great deal of shooting, and a fair amount of running away; there are meetings with extraordinary characters among the rangers; memorable gatherings; hilarious mishaps and narrow escapes; and throughout, a great love and respect for both the wilderness and the creatures that inhabit it. Bruce Bryden started his career in the Kruger National Park in 1971 as a graduate assistant biologist. He progressed through the ranks as ranger, district ranger, park warden and regional ranger, eventually becoming chief ranger in 1983.

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## BAYESIAN DATA ANALYSIS, THIRD EDITION

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CRC Press Now in its third edition, this classic book is widely considered the leading text on Bayesian methods, lauded for its accessible, practical approach to analyzing data and solving research problems. Bayesian Data Analysis, Third Edition continues to take an applied approach to analysis using up-to-date Bayesian methods. The authors—all leaders in the statistics community—introduce basic concepts from a data-analytic perspective before presenting advanced methods. Throughout the text, numerous worked examples drawn from real applications and research emphasize the use of Bayesian inference in practice. New to the Third Edition Four new chapters on nonparametric modeling Coverage of weakly informative priors and boundary-avoiding priors Updated discussion of cross-validation and predictive information criteria Improved convergence monitoring and effective sample size calculations for iterative simulation Presentations of Hamiltonian Monte Carlo, variational Bayes, and expectation propagation New and revised software code The book can be used in three different ways. For undergraduate students, it introduces Bayesian inference starting from first principles. For graduate students, the text presents effective current approaches to Bayesian modeling and computation in statistics and related fields. For researchers, it provides an assortment of Bayesian methods in applied statistics. Additional materials, including data sets used in the examples, solutions to selected exercises, and software instructions, are available on the book's web page.

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## INVESTIGATING THE ROLES OF SCHOOL MANAGEMENT TEAMS IN CURRICULUM DELIVERY

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IGI Global The COVID-19 pandemic has introduced a new paradigm in education that has forced school management teams to re-imagine their curricula delivery functions and obligations during and post COVID-19. Now there are concerns about the state to which curriculum delivery in schools is likely to become planned, implemented, and managed. Investigating the Roles of School Management Teams in Curriculum Delivery improves the quality of planning, implementation, and management of curriculum delivery to advance the quality of teaching and learning in schools. Particularly, it envisages innovative strategies, best practices, and addresses problems in the planning, implementation, and delivery of curricula by school management teams. Covering topics such as curriculum delivery theory, curriculum delivery in planning, implementation, and management during and post COVID-19; curriculum delivery in assessment and alternative assessment; and reimagining inclusivity in curriculum delivery, this edited book is essential for departmental heads, deputy principals, education district officials, department of basic education curriculum designers, instructional designers, administrators, academicians, university teachers, researchers, and post-graduate students.

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## RESEARCH ETHICS IN AFRICA

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### A RESOURCE FOR RESEARCH ETHICS COMMITTEES

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AFRICAN SUN MeDIA The aim of this book is to provide research ethics committee members with a resource that focuses on research ethics issues in Africa. The authors are currently active in various aspects of research ethics in Africa and the majority have been trained in the past by either the Fogarty International Center or Europe and Developing Countries Clinical Trial Partnership (EDCTP) sponsored bioethics training programmes .

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## ADVANCES IN KNOWLEDGE MANAGEMENT

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### CELEBRATING TWENTY YEARS OF RESEARCH AND PRACTICE

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Springer This book celebrates the past, present and future of knowledge management. It brings a timely review of two decades of the accumulated history of knowledge management. By tracking its origin and conceptual development, this review contributes to the improved understanding of the field and helps to assess the unresolved questions and open issues. For practitioners, the book provides a clear evidence of value of knowledge management. Lessons learnt from implementations in business, government and civil sectors help to appreciate the field and gain useful reference points. The book also provides guidance for future research by drawing together authoritative views from people currently facing and engaging with the challenge of knowledge management, who signal a bright future for the field.

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## HANDBOOK OF DIESEL ENGINES

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Springer Science & Business Media This machine is destined to completely revolutionize cylinder diesel engine up through large low speed t- engine engineering and replace everything that exists. stroke diesel engines. An appendix lists the most (From Rudolf Diesel's letter of October 2, 1892 to the important standards and regulations for diesel engines. publisher Julius Springer. ) Further development of diesel engines as economiz- Although Diesel's stated goal has never been fully ing, clean, powerful and convenient drives for road and achievable of course, the diesel engine indeed revolu- nonroad use has proceeded quite dynamically in the tionized drive systems. This handbook documents the last twenty years in particular. In light of limited oil current state of diesel engine engineering and technol- reserves and the discussion of predicted climate ogy. The impetus to publish a Handbook of Diesel change, development work continues to concentrate Engines grew out of ruminations on Rudolf Diesel's on reducing fuel consumption and utilizing alternative transformation of his idea for a rational heat engine fuels while keeping exhaust as clean as possible as well into reality more than 100 years ago. Once the patent as further increasing diesel engine power density and was filed in 1892 and work on his engine commenced enhancing operating performance.

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## QUANTITATIVE MODELS FOR SUPPLY CHAIN MANAGEMENT

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Springer Science & Business Media Quantitative models and computer-based tools are essential for making decisions in today's business environment. These tools are of particular importance in the rapidly growing area of supply chain management. This volume is a unified effort to provide a systematic summary of the large variety of new issues being considered, the new set of models being developed, the new techniques for analysis, and the computational methods that have become available recently. The volume's objective is to provide a self-contained, sophisticated research summary - a snapshot at this point of time - in the area of Quantitative Models for Supply Chain Management. While there are some multi-disciplinary aspects of supply chain management not covered here, the Editors and their contributors have captured many important developments in this rapidly expanding field. The 26 chapters can be divided into six categories. Basic Concepts and Technical Material (Chapters 1-6). The chapters in this category focus on introducing basic concepts, providing mathematical background and validating algorithmic tools to solve operational problems in supply chains. Supply Contracts (Chapters 7-10). In this category, the primary focus is on design and evaluation of supply contracts between independent agents in the supply chain. Value of Information (Chapters 11-13). The chapters in this category explicitly model the effect of information on decision-making and on supply chain performance. Managing Product Variety (Chapters 16-19). The chapters in this category analyze the effects of product variety and the different strategies to manage it. International Operations (Chapters 20-22). The three chapters in this category provide an overview of research in the emerging area of International Operations. Conceptual Issues and New Challenges (Chapters 23-27). These chapters outline a variety of frameworks that can be explored and used in future research efforts. This volume can serve as a graduate text, as a reference for researchers and as a guide for further development of this field.

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## MANAGING TRAINING AND DEVELOPMENT

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The eighth edition of Managing Training and Development focuses on the training and development of people from a human resource management perspective. The book is written for undergraduate students of Human Resource Management; Human Resource Development; Industrial Psychology; Management and Business Management at universities, universities of technology as well as industry training providers.

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## INCOSE SYSTEMS ENGINEERING HANDBOOK

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### A GUIDE FOR SYSTEM LIFE CYCLE PROCESSES AND ACTIVITIES

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John Wiley & Sons A detailed and thorough reference on the discipline and practice of systems engineering The objective of the International Council on Systems Engineering (INCOSE) Systems Engineering Handbook is to describe key process activities performed by systems engineers and other engineering professionals throughout the life cycle of a system. The book covers a wide range of fundamental system concepts that broaden the thinking of the systems engineering practitioner, such as system thinking, system science, life cycle management, specialty engineering, system of systems, and agile and iterative methods. This book also defines the discipline and practice of systems engineering for students and practicing professionals alike, providing an authoritative reference that is acknowledged worldwide. The latest edition of the INCOSE Systems Engineering Handbook: Is consistent with ISO/IEC/IEEE 15288:2015 Systems and software engineering—System life cycle processes and the Guide to the Systems Engineering Body of Knowledge (SEBoK) Has been updated to include the latest concepts of the INCOSE working groups Is the body of knowledge for the INCOSE Certification Process This book is ideal for any engineering professional who has an interest in or needs to apply systems engineering practices. This includes the experienced systems engineer who needs a convenient reference, a product engineer or engineer in another discipline who needs to perform systems engineering, a new systems engineer, or anyone interested in learning more about systems engineering.

### BEHAVIORAL FINANCE: THE SECOND GENERATION

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CFA Institute Research Foundation Behavioral finance presented in this book is the second-generation of behavioral finance. The first generation, starting in the early 1980s, largely accepted standard finance's notion of people's wants as "rational" wants—restricted to the utilitarian benefits of high returns and low risk. That first generation commonly described people as "irrational"—succumbing to cognitive and emotional errors and misled on their way to their rational wants. The second generation describes people as normal. It begins by acknowledging the full range of people's normal wants and their benefits—utilitarian, expressive, and emotional—distinguishes normal wants from errors, and offers guidance on using shortcuts and avoiding errors on the way to satisfying normal wants. People's normal wants include financial security, nurturing children and families, gaining high social status, and staying true to values. People's normal wants, even more than their cognitive and emotional shortcuts and errors, underlie answers to important questions of finance, including saving and spending, portfolio construction, asset pricing, and market efficiency.

### THE DEATH OF EXPERTISE

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### THE CAMPAIGN AGAINST ESTABLISHED KNOWLEDGE AND WHY IT MATTERS

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Oxford University Press Technology and increasing levels of education have exposed people to more information than ever before. These societal gains, however, have also helped fuel a surge in narcissistic and misguided intellectual egalitarianism that has crippled informed debates on any number of issues. Today, everyone knows everything: with only a quick trip through WebMD or Wikipedia, average citizens believe themselves to be on an equal intellectual footing with doctors and diplomats. All voices, even the most ridiculous, demand to be taken with equal seriousness, and any claim to the contrary is dismissed as undemocratic elitism. Tom Nichols' The Death of Expertise shows how this rejection of experts has occurred: the openness of the internet, the emergence of a customer satisfaction model in higher education, and the transformation of the news industry into a 24-hour entertainment machine, among other reasons. Paradoxically, the increasingly democratic dissemination of information, rather than producing an educated public, has instead created an army of ill-informed and angry citizens who denounce intellectual achievement. When ordinary citizens believe that no one knows more than anyone else, democratic institutions themselves are in danger of falling either to populism or to technocracy or, in the worst case, a combination of both. An update to the 2017 breakout hit, the paperback edition of The Death of Expertise provides a new foreword to cover the alarming exacerbation of these trends in the aftermath of Donald Trump's election. Judging from events on the ground since it first published, The Death of Expertise issues a warning about the stability and survival of modern democracy in the Information Age that is even more important today.

### HOLISTIC MANAGEMENT, THIRD EDITION

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### A COMMONSENSE REVOLUTION TO RESTORE OUR ENVIRONMENT

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Island Press "Holistic Management is a systems-thinking approach developed by biologist Allan Savory to restore the world's grassland soils and minimize the damaging effects of climate change and desertification on humans and the natural world. This long-awaited third edition of this title is comprehensively updated with reorganized, streamlined chapters and new color photos featuring before-and-after examples of land restored through livestock manipulation designed to mimic wildlife migrations of the past. Written for new generations of ranchers, farmers, pastoralists, social entrepreneurs, government agencies, and NGOs working to address global environmental degradation, it offers new hope for a sustainable future."--Page [4] of cover.

### POSITIVE TOURISM IN AFRICA

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Routledge Positive Tourism in Africa provides a crucial counter-narrative to the prevailing colonial and reductionist perspective on Africa's tourism trajectory and future. It offers a uniquely optimistic outlook for tourism in Africa whilst acknowledging the many challenges that African countries continue to grapple with. By examining broad and localized empirical studies, conceptual frameworks, culturally centered paradigms, and innovative methodological approaches for African contexts, this book showcases the many facets of tourism in Africa that illustrate hope, resilience, growth, and survival. This volume explores themes such as community-based tourism, wildlife tourism, tourism governance and leadership, crisis recovery, regional integration, the role of indigenous knowledge, event tourism and the impact of smart technologies. It acknowledges the challenges and opportunities for growth that exist in these various contexts and explores how tourism creates value for the spectrum of its participants. Including a wide selection of contributions from diverse authors, many of them African, this book offers an Afro-centric interpretation of tourism phenomena. It will be of great interest to students, researchers and academics in the field of Tourism and African Studies, as well as Development Studies and Geography.

### 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.

### ESG AND RESPONSIBLE INSTITUTIONAL INVESTING AROUND THE WORLD: A CRITICAL REVIEW

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CFA Institute Research Foundation This survey examines the vibrant academic literature on environmental, social, and governance (ESG) investing. While there is no consensus on the exact list of ESG issues, responsible investors increasingly assess stocks in their portfolios based on nonfinancial data on environmental impact (e.g., carbon emissions), social impact (e.g., employee satisfaction), and governance attributes (e.g., board structure). The objective is to reduce exposure to investments that pose greater ESG risks or to influence companies to become more sustainable. One active area of research at present involves assessing portfolio risk exposure to climate change. This literature review focuses on institutional investors, which have grown in importance such that they have now become the largest holders of shares in public companies globally. Historically, institutional investors tended to concentrate their ESG efforts mostly on corporate governance (the "G" in ESG). These efforts included seeking to eliminate provisions that restrict shareholder rights and enhance managerial power, such as staggered boards, supermajority rules, golden parachutes, and poison pills. Highlights from this section: · There is no consensus on the exact list of ESG issues and their materiality. · The ESG issue that gets the most attention from institutional investors is climate change, in particular their portfolio companies' exposure to carbon risk and "stranded assets." · Investors should be positioning themselves for increased regulation, with the regulatory agenda being more ambitious in the European Union than in the United States. Readers might come away from this survey skeptical about the potential for ESG investing to affect positive change. I prefer to characterize the current state of the literature as having a "healthy dose of skepticism," with much more remaining to be explored. Here, I hope the reader comes away with a call to action. For the industry practitioner, I believe that the investment industry should strive to achieve positive societal goals. CFA Institute provides an exemplary case in its Future of Finance series ([www.cfainstitute.org/research/future-finance](http://www.cfainstitute.org/research/future-finance)). For the academic community, I suggest we ramp up research aimed at tackling some of the open questions around the pressing societal goals of ESG investing. I am optimistic that practitioners and academics will identify meaningful ways to better harness the power of global financial markets for addressing the pressing ESG issues facing our society.

### WORKERS, MANAGERS, PRODUCTIVITY

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### KAIZEN IN DEVELOPING COUNTRIES

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Springer Nature This open access book provides a glimpse into the Japanese management technique known as "Kaizen," and the ways it has been disseminated around the developing world. The novelty of this book is three-fold: it provides a contextualized view of the mechanisms of initiatives implementing Kaizen in developing countries; compared with productivity studies, it places the relationship between workers and managers at the center of inquiry, reflecting the intent of SDG8 concerning decent work and economic growth; and it provides an overview of the heterogeneity of Kaizen in terms of geography and firm size. This book explores how improving management techniques can support firms' productivity and quality. Given its wide range of case studies from across Africa, Asia and Latin America, this book will be of value to scholars, policymakers and advocates of sustainable development alike.

### PROCESS MANAGEMENT

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## **A GUIDE FOR THE DESIGN OF BUSINESS PROCESSES**

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Springer Science & Business Media Process Management is a compendium for modern design of process-oriented companies. A hands-on approach introducing, realizing and continually administering process management is presented with a thoroughly critical reflection of the necessary activities regarding the state of the art of organization theory and information management. This is done by following individual stages of a process model which has already successfully proved in practice. The progress of the project is described by a continuous case study which is the process management project of a modern service company. The included recommendations are summarized in a series of checklists for each stage of the project.

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## **DATABASES ILLUMINATED**

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Jones & Bartlett Publishers Databases Illuminated, Second Edition integrates database theory with a practical approach to database design and implementation. The text is specifically designed for the modern database student, who will be expected to know both theory and applied design and implementation as professionals in the field. This Second Edition has been revised and updated to incorporate information about the new releases of Access 2010, Oracle 11g, and InterSystems Cache. It includes material on the most recent topics such as, web access, JDBC, web programming, XML, data mining, and other emerging database technologies and applications. Instructor resources include Microsoft PowerPoint lecture slides, solutions to all the exercises and projects in the text, test bank, and a complete instructor's manual that includes objectives and teaching hints. Student resources include an open access companion website featuring: -downloadable code -projects with step-by-step guidance that ensure students fully understand each step before moving on to the next. -hands-on lab exercises that allow students to apply the concepts learned from the text -additional information not included in the text to allow for further study The integrated, modern approach to databases, combined with strong pedagogical features, accessible writing, and a full package of student and instructor's resources, makes Databases Illuminated, Second Edition the perfect textbook for courses in this exciting field. New and Key Features of the updated Second Edition: -Covers the new features of the current versions of popular database management systems, including Oracle 11, Access 2010, and InterSystems Cache. -Incorporates the new curriculum recommendations in ACM Computer Science Curriculum 2008 and ACM/AIS IS2010 Curriculum Guidelines for IS2010.2, Data and Information Management, including more attention to security, concurrency, and net-centric computing. The chapter on computer ethics has been updated to take into account new regulations and practices. -Contains more material on recent and relevant topics, such as Web access, JDBC, web programming, XML, data warehousing, data mining, and other emerging database technologies and applications. -Includes the extensive object-relational features of the current release of Oracle, with downloadable code for students to implement; Object-oriented databases are implemented using InterSystems Cache, with downloadable code included on the website.