

Operations Management Collier Evans Study Guide

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A Manager's Guide to Service Science - Harry Katzan 2008

A service is a client/provider interaction that creates and captures value for both participants. We use service in several aspects of our lives including business, government, education, health care, and religion. But what, exactly, are the best practices, principles, and theories of service? The actual study of service science is a relatively new field, but one that can open the door to a better understanding of this essential part of our lives. In this invaluable guide, Harry Katzan, Jr., director of the Service Science Institute of Hilton Head, offers a concise, readable examination of how managers can use information about services to construct a better customer environment. Harry Katzan, Jr. believes that the characteristics of a service process determine its efficacy in solving real-world problems. He disseminates these characteristics and provides a clearer view to help managers pinpoint the exact issues they need to tackle. Informative chapters include: Service Concepts Service Systems Information Services Service Management Service Business With a comprehensive bibliography, detailed footnotes, and a highly engaging writing style, A Manager's Guide to Service Science is perfect for the

professional and the layman alike. Discover how you can put information about services to work for you!

Managing for Quality and Performance Excellence - James R. Evans 2013-01-02

Provide a description about the book that does not include any references to package elements. This description will provide a description where the core, text-only product or an eBook is sold. Please remember to fill out the variations section on the PMI with the book only information. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Quality & Performance Excellence - James R. Evans 2010-03-04

Packed with relevant, real-world illustrations and cases, **QUALITY AND PERFORMANCE EXCELLENCE**, 6e presents the basic principles and tools associated with quality and performance excellence through cutting-edge coverage that includes the latest thinking and practices from the field. This proven text has three primary objectives: familiarize students with the basic principles and methods, show how these principles and methods have been

put into effect in a variety of organizations, and illustrate the relationship between basic principles and the popular theories and models studied in management courses. Extremely flexible and student friendly, the text is organized according to traditional management topics, helping students quickly see the connections between quality principles and management theories. Excellent case studies give students practical experience working with real-world issues. Many cases focus on large and small companies in manufacturing and service industries in North and South America, Europe, and Asia-Pacific. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Handbook on Teaching Social Issues - Ronald W. Evans 2021-05-01

The Handbook on Teaching Social Issues, 2nd edition, provides teachers and teacher educators with a comprehensive guide to teaching social issues in the classroom. This second edition re-frames the teaching of social issues with a dedicated emphasis on issues of social justice. It raises the potential for a new and stronger focus on social issues instruction in schools. Contributors include many of the leading experts in the field of social studies education. Issues-centered social studies is an approach to teaching history, government, geography, economics and other subject related courses through a focus on persistent social issues. The emphasis is on problematic questions that need to be addressed and investigated in-depth to increase social understanding, active participation, and social progress. Questions or issues may address problems of the past, present, or future, and involve disagreement over facts, definitions, values, and beliefs arising in the study of any of the social studies disciplines, or other aspects of human affairs. The authors and editor believe that this approach should be at the heart of social studies instruction in schools.

ENDORSEMENTS "At a time when even the world's most stable democracies are backsliding towards autocratic rule, Ronald Evans has pulled

together an essential guide for teachers who want to do something about it. The 2nd edition of the Handbook on Teaching Social Issues is a brilliant and timely collection that should be the constant companion for teachers across the disciplines." Joel Westheimer University Research Chair in Democracy and Education University of Ottawa "The Handbook on Teaching Social Issues (2nd edition) is a fantastic resource for teachers, teacher educators, and professional development specialists who are interested in ensuring that social issues are at the center of the curriculum. The chapters are focused on the most important contemporary thinking about what social issues are, why they are so important for young people to learn about, and what research indicates are the most effective pedagogical approaches. The wide-ranging theoretical and practical expertise of the editor and all of the chapter authors account for why this handbook makes such an exceptional contribution to our understanding of how and why the social issues approach is so important and stimulating." Diana Hess Dean, UW-Madison School of Education Karen A. Falk Distinguished Chair of Education "Democracy, both as a form of governance and a reservoir of principles and practices, faces an existential threat. The Handbook on Teaching Social Issues is a perfectly-timed and wonderfully engaging exploration of what lies at the heart of social studies curriculum: social inquiry for democratic life. The authors provide conceptual frames, classroom strategies and deep insights about the complex and utterly crucial work of education for democratic citizenship. Education like that conceptualized and described in this volume is a curative so needed at this critical moment. Ron Evans and his colleagues have delivered, assembling an outstanding set of contributions to the field. The Handbook underscores John Dewey's now-haunting invocation that democracy must be renewed with each generation and an education worthy of its name is the handmaiden of democratic rebirth." William Gaudelli Dean and Professor Lehigh University "This volume is so timely and relevant for democratic education. Instead of

retreating to separate ideological corners, the authors in this handbook invite us to engage in deliberative discourse that requires civic reasoning and often requires us to meet in a place that serves us all." Gloria Ladson-Billings, Professor Emerita Department of Curriculum & Instruction University of Wisconsin President, National Academy of Education Fellow, AERA, AAAS, and Hagler Institute @ Texas A&M "At the heart of our divisive political and social climate is the need to understand and provide clarity over polarizing concepts. Historically, confusion and resistance has hindered the nation's growth as a democratic nation. Typically, the most vulnerable in our society has suffered the most from our unwillingness to reconceptualize society. The Handbook on Teaching Social Issues, 2nd edition, is a good step in helping social studies educators, students, and laypersons realize a new society that focuses on equity. With over 30 chapters, Ronald Evans and his colleagues' centered inquiry, critical thinking, controversy, and action to challenge ideologies and connect social studies to student's lives and the real world. The first edition helped me as a young social studies teacher; I am excited to use the 2nd edition with my teacher education students!" LaGarrett King Isabella Wade Lyda and Paul Lyda Professor of Education Founding Director, CARTER Center for K-12 Black history education University of Missouri "Ronald Evans has curated a collection of informative contributions that will serve as an indispensable resource for social studies educators committed to engaging their students in the thoughtful examination of social issues. The Handbook on Teaching Social Issues, 2nd edition, articulates the historical, definitional, and conceptual foundations of social issues education. It offers clear presentations of general guidelines for unit planning, discussion methods, and assessment. It identifies specific teaching strategies, resources, and sample lessons for investigating a range of persistent and contemporary social issues on the elementary, middle, and secondary levels through the social studies disciplines. Updated with perspectives on education for social justice that have

emerged since the first edition, this edition effectively situates social issues education in the contemporary sociopolitical milieu. The Handbook on Teaching Social Issues, is a timely, accessible, and practical guide to involving students in a vital facet of citizenship in a democracy." William G. Wraga, Professor Dean's Office Mary Frances Early College of Education University of Georgia "The Handbook on Teaching Social Issues, 2nd edition is a long-awaited, welcome, and timely volume. It is apparent that the foundational tenets of the first edition have served social studies professionals well over the past 25 years, given the growth of social issues scholarship showcased in this new edition. Notable is the re-framing and presentation here of scholarship through a social justice lens. I appreciate the offering of unique tools on an array of specific, critical topics that fill gaps in our pedagogical content knowledge. This volume will sit right alongside my dog-eared 1996 edition and fortify many methods courses, theses, and dissertations to come. Sincere thanks to the editor and authors for what I am certain will be an enduring, catalyzing contribution." Nancy C. Patterson Professor of Education Social Studies Content Area Coordinator Bowling Green State University "The Handbook on Teaching Social Issues is a tool that every informed social studies educator should have in their instructional repertoire. Helping students understand how to investigate and take action against problems is essential to developing a better world. The articles in this handbook provide explanations and reasonings behind issues-centered education as well as strategies to employ at every age level of learning. I look forward to using this edition with the K-12 social studies teachers in my district in order to better prepare our students for future learning and living." Kelli Hutt, Social Studies Curriculum Facilitator Dallas Center-Grimes CSD Grimes, Iowa "Ron Evans has chosen an appropriate time to create a companion publication to the first Handbook on Teaching Social Issues published in 1996. During the last few years, social studies teachers have been confronted by student inquiries on a

plethora of historical and contemporary issues that implores for the implementation of an interdisciplinary approach to the teaching of anthropology, economics, geography, government, history, sociology, and psychology in order for students to make sense of the world around them and develop their own voices. This demands a student centered focus in the classroom where problematic questions must be addressed and investigated in depth in order to increase social understanding and active participation toward social progress. This volume provides crucial upgrades to the original handbook including a greater emphasis on teaching issues in the elementary grades, the inclusion of issues pertaining to human rights, genocide and sustainability to be addressed in the secondary grades, and addressing issues related to disabilities." Mark Previte, Associate Professor of Secondary Education University of Pittsburgh-Johnstown Chair, NCSS Issues Centered Education Community

Operations and Supply Management - F. Robert Jacobs 2009

Operations and Supply Management, as the title indicates, provides increased emphasis on supply chain management in the 12e. The 12e continues its market leading up-to-date coverage of service operations as well. The text includes solved examples and problems, enough cases for MBA courses to use without supplementing, and the industry leading technology support suite.

Designing Your Life - Bill Burnett 2016-09-20

#1 NEW YORK TIMES BEST SELLER • At last, a book that shows you how to build—design—a life you can thrive in, at any age or stage. Designers create worlds and solve problems using design thinking. Look around your office or home—at the tablet or smartphone you may be holding or the chair you are sitting in. Everything in our lives was designed by someone. And every design starts with a problem that a designer or team of designers seeks to solve. In this book, Bill Burnett and Dave Evans show us how design thinking can help us create a life that is both meaningful and fulfilling,

regardless of who or where we are, what we do or have done for a living, or how young or old we are. The same design thinking responsible for amazing technology, products, and spaces can be used to design and build your career and your life, a life of fulfillment and joy, constantly creative and productive, one that always holds the possibility of surprise.

How To Win Friends And Influence People - Dale Carnegie 2014-01-28

With an enduring grasp of human nature, Dale Carnegie's *How to Win Friends and Influence People* teaches his readers how to handle people without letting them feel manipulated, how to make people feel important without inspiring resentment, how to win people over to your point of view without causing offence, and how to make a friend out of just about anyone. Published in 1937, Carnegie's *How to Win Friends and Influence People*, was originally written as a companion book to his lectures on how to be a good salesperson. However, what began as a basic sales primer, quickly exploded into an overnight success, eventually selling more than 15 million copies worldwide, and pioneering an entire genre of self-help and personal success books. HarperTorch brings great works of non-fiction and the dramatic arts to life in digital format, upholding the highest standards in ebook production and celebrating reading in all its forms. Look for more titles in the HarperTorch collection to build your digital library.

OM6 - David A. Collier 2016-10-04

"Completely revised and updated, *OM6* includes expanded discussion of Supply Chain Design, an all-new chapter on Supply Chain Management and Logistics, as well as many new problems, discussion questions, feature boxes, and case studies." --Publisher's website.

HR (Book Only) - ANGELO. GRIFFIN DENISI (RICKY.) 2019-01-29

Learn human resource management your way with DeNisi/Griffin's *HR*, 5E from 4LTR Press. This inviting, easy-reference book guides you through mastering human resource management concepts and skills. Visually

engaging, brief chapters offer numerous learning features and helpful study tools like Chapter Review Cards that consolidate review material into a ready-made study tool. You choose the format that best suits your learning preferences. HR, 5E is perfect if you prefer to use the printed book as your primary learning tool and reference resource for refining your human resource management skills.

Subject Index of Modern Books Acquired - British Library 1971

Operations Management - David Alan Collier 2009-10

OM, Second Edition, provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. This concise, engaging, and accessible book includes a full suite of integrated learning tools--including flashcards, cases, data sets, games, and quizzes--in a convenient and affordable package perfect for today's diverse learners. OM, Second Edition, contains updated examples featuring companies readers will know from the news, as well as additional videos, new case studies, and end-of-chapter problems, with still more new material available on the Premium Website, including five supplementary chapters for instructors who want to go further into the quantitative aspects of operations management.

OM4 - David A. Collier 2013-03-21

Created through a student-tested, faculty-approved review process with input from more than 150 students and faculty, Collier/Evans' OM4 provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. This concise, engaging, and accessible text includes a full suite of integrated learning tools--including flashcards, cases, datasets, games, and quizzes--in a convenient and affordable package perfect for today's diverse learners. OM4 provides the latest examples featuring companies students will recognize from the news as well as videos for every chapter, case studies and end-of-chapter problems with exciting

new material online. Five additional chapters online enable readers to delve further into the quantitative aspects of operations management. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Strategic Management for Tourism, Hospitality and Events - Nigel Evans 2015-01-30

Strategic Management for Tourism, Hospitality and Events is the must-have text for students approaching this subject for the first time. It introduces students to fundamental strategic management principles in a Tourism, Hospitality and Events context and brings theory to life by integrating a host of industry-based case studies and examples throughout. Among the new features and topics included in this edition are: Extended coverage to Hospitality and Events to reflect the increasing need and importance of a combined sector approach to strategy New international Tourism, Hospitality and Events case studies from both SME's and large-scale businesses are integrated throughout to show applications of strategic management theory, such as objectives, products and markets and strategic implementation. Longer combined sector case studies are also included at the end of the book for seminar work. New content on emerging strategic issues affecting the tourism ,hospitality and events industries, such as innovation, employment, culture and sustainability Web Support for tutors and students providing explanation and guidelines for instructors on how to use the textbook and case studies, additional exercises, case studies and video links for students. This book is written in an accessible and engaging style and structured logically with useful features throughout to aid students' learning and understanding. This book is an essential resource to Tourism, Hospitality and Events students.

The Greenhouse Gas Protocol - 2004

The GHG Protocol Corporate Accounting and Reporting Standard helps companies and other organizations to identify, calculate, and report GHG

emissions. It is designed to set the standard for accurate, complete, consistent, relevant and transparent accounting and reporting of GHG emissions.

Making the Most of Your Placement - John Neugebauer 2009-09-24

Electronic Inspection Copy available for instructors here A new addition to the SAGE Study Skills series, this book is an invaluable resource for any business and management student intending to do a work placement as part of their degree. The text provides practical and thorough advice to help students select, prepare and navigate through organizational life. The book covers every step of the work placement process, from planning, making contact and interviewing, through to reflective learning and how to make the most of the placement experience and the opportunities it presents for future careers. Each chapter features testimonials from students who have done placement years, offering experiences and advice. Checklists to help students cover every consideration for commencing on their placement. An extensive list of useful websites and contacts, as well as further reading suggestions. SAGE Study Skills are essential study guides for students of all levels. From how to write great essays and succeeding at university, to writing your undergraduate dissertation and doing postgraduate research, SAGE Study Skills help you get the best from your time at university. Visit the SAGE Study Skills website for tips, quizzes and videos on study success!

Operations Management - Michael A. Lewis 2019-11-26

Operations Management (OM) is a multi-faceted blend of myriad academic and practical disciplines – from engineering and economics via mathematics and marketing, to systems and psychology. To capture the state of the art, the book reviews contemporary and classic scholarship in one of the oldest business and management disciplines. To offer the reader a thought-provoking point of entry into the selected sources, the book curates its content as an imaginary exhibit, each chapter a thematic OM ‘gallery’ (process; planning and control; people; strategy and measurement; technology) introduced by a description of

some extraordinary artefacts, paintings, sculptures and architecture. The content has been curated around three principles intended to benefit the casual reader and both new and established OM scholars. First, it incorporates works that build on, or help to distinguish, fundamental tenets from more transitory fads. Second, the text makes significant efforts to try and balance the gravitational pull of the factory, (even though this may not offer an accurate representation of the majority of the field) and third, to try to keep managerial rather than technical/ analytical concerns to the fore. This concise book provides a useful overview of current and classic OM research. Written by a leading authority, it is intended to be a valuable and engaging resource for both students and scholars of business.

Global Business - Mike W Peng 2009-12-17

Introduction to Global Business: Understanding the International

Environment & Global Business Functions - Julian Gaspar 2016-01-01

The global business environment is rapidly changing due to shifts in geopolitical alliances, active support of global international institutions in promoting market-oriented economic reforms, and advances in the development and use of information technology. INTRODUCTION TO GLOBAL BUSINESS, 2e addresses these challenges by providing a comprehensive analysis of the global business environment and lays the foundation for the functional tools used to better prepare you to manage the global business landscape. The text flows smoothly and clearly from concept to application, asking you to apply those learning skills into real-world personal and professional applications. The specialized author team introduces globalization through unparalleled scholarship and a world-view presentation of the fundamental pillars of the global business environment -- culture, ethics, economics, and information technology. Important Notice: Media content referenced within the product description or the product text may

not be available in the ebook version.

The ASQ CSSBB Study Guide - Mark Allen Durivage 2017-08-24

Practice questions and test to aid those studying to take the ASQ Certified Six Sigma Black Belt exam. Practice questions and a practice exam to aid those studying to take the ASQ Certified Six Sigma Black Belt exam.

Topics in Lean Supply Chain Management - Marc J Schniederjans 2009-08-28

This uniquely designed textbook is structured to support educators in teaching the lean supply chain principles, concepts, and ideas used by industry and researched by scholars. It examines a wide range of current topical subjects in a structured format to help educators impart the value of combining lean management with supply chain management. It focuses on many of the newest and most exciting areas of change in lean and supply chain management. In addition to basic content on the principles of lean and supply chain management, this book converts recent journal research into an easy-to-understand textbook material. While this textbook is suitable as a topical course for operations or supply chain management undergraduate students, it is self-contained and also suitable for graduate students who have had no prerequisite knowledge in operations or production management. The Instructor's Manual, Test Bank (can be used in Blackboard courses) and the PowerPoint presentations of the text materials are available free of charge for all instructors who adopt this book as a course text. Please send your request to sales@wspc.com.

OM 2008 (with Review Cards and Student Website Printed Access Card) - David A. Collier 2009

This all started with you, in your own classrooms and hallways. Through conversations, focus groups, surveys, and interviews, we asked you to tell us how you learn. When and where you study, and... why? Some of your comments surprised us, while others didn't: "(the book is) too long" and "too expensive." Many of you said you didn't even buy books--new OR used. And

then we turned to your professors for input on the solutions that you liked best: briefer chapters and flash cards. Faculty from schools across the nation joined us online and in face-to-face focus groups to enhance our student offerings. The result? To accommodate the busy and diverse lifestyles of today's learners, a less than 385-page paperback that includes a suite of learning aids, like flash cards, cases, data sets, games, and quizzes. Introducing OM, an innovative approach to teaching and learning Operations Management that is best designed to reach you: today's students. OM says it all using only two letters--and not only is it how most students abbreviate Operations Management in a text message, this is also the way it is referred to in most course catalogues. Most importantly, OM represents the new solution that you and your professors built together.

Fundamentals of Operations Management - N. Aquilano 1994-08-01

Stranger God - Richard Beck 2017-11-01

When Richard Beck first led a Bible study at a maximum security prison, he went to meet God. His own faith was flagging, but Beck still believed the promise of Matthew 25, that when we visit the prisoner, we visit Jesus. With his signature combination of biblical reflection, theological reasoning, and psychological insight, Beck shows how God always meets us in the marginalized and the refugee. God comes to us in the poor, the crippled, the smelly.

Adventures of an IT Leader - Robert D. Austin 2009-04-21

Becoming an effective IT manager presents a host of challenges--from anticipating emerging technology to managing relationships with vendors, employees, and other managers. A good IT manager must also be a strong business leader. This book invites you to accompany new CIO Jim Barton to better understand the role of IT in your organization. You'll see Jim struggle through a challenging first year, handling (and fumbling) situations that,

although fictional, are based on true events. You can read this book from beginning to end, or treat it as a series of cases. You can also skip around to address your most pressing needs. For example, need to learn about crisis management and security? Read chapters 10-12. You can formulate your own responses to a CIO's obstacles by reading the authors' regular "Reflection" questions. You'll turn to this book many times as you face IT-related issues in your own career.

Service Operations Management - Robert Johnston 2005

The central focus of this book is how organizations deliver service and the operational decisions that managers face in managing resources and delivering service to their customers.

Reframing the Case Method in Entrepreneurship Education - Wigger, Karin 2022-10-11

This is an open access title available under the terms of a CC BY-NC-ND 4.0 License. It is free to read, download and share on Elgaronline.com. This book explores how entrepreneurship can be taught through case studies, arguing that entrepreneurship education needs specific cases and case methods to teach students entrepreneurial skills and mindsets. Providing unique perspectives and examples on how case teaching can be applied in entrepreneurship education, the book draws together a wide range of real-life case studies.

Doing Literary Criticism - Tim Gillespie 2010

One of the greatest challenges for English language arts teachers today is the call to engage students in more complex texts. Tim Gillespie, who has taught in public schools for almost four decades, has found the lenses of literary criticism a powerful tool for helping students tackle challenging literary texts. Tim breaks down the dense language of critical theory into clear, lively, and thorough explanations of many schools of critical thought---reader response, biographical, historical, psychological, archetypal, genre based, moral, philosophical, feminist, political, formalist, and postmodern. Doing Literary

Criticism gives each theory its own chapter with a brief, teacher-friendly overview and a history of the approach, along with an in-depth discussion of its benefits and limitations. Each chapter also includes ideas for classroom practices and activities. Using stories from his own English classes--from alternative programs to advance placement and everything in between--Tim provides a wealth of specific classroom-tested suggestions for discussion, essay and research paper topics, recommended texts, exam questions, and more. The accompanying CD offers abbreviated overviews of each theory (designed to be used as classroom handouts, examples of student work, collections of quotes to stimulate discussion and writing, an extended history of women writers, and much more. Ultimately, Doing Literary Criticism offers teachers a rich set of materials and tools to help their students become more confident and able readers, writers, and critical thinkers.

Sales Management -

OM 3 - David Collier 2011-02-17

Created through a student-tested, faculty-approved review process with input from more than 150 students and faculty, OM3 provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. This concise, engaging, and accessible text includes a full suite of integrated learning tools--including flashcards, cases, datasets, games, and quizzes--in a convenient and affordable package perfect for today's diverse learners. OM3 contains updated examples featuring companies students will know from the news, as well as videos for every chapter, new case studies, and end-of-chapter problems, with more new material available online. Five additional chapters are available on the website for instructors who want to go further into the quantitative aspects of operations management. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook

version.

Operations and Supply Chain Management - David A. Collier 2023

Purchasing and Supply Chain Management - Robert M. Monczka 2005

Resource added for the Supply Chain Management program 101821.

OM - David A. Collier 2016-09-16

4LTR Press solutions give students the option to choose the format that best suits their learning preferences. This option is perfect for those students who focus on the textbook as their main course resource. Extensively revised and reorganized, OM6 content includes a new integrative case that moves from chapter to chapter 35 related questions; a new treatment of value chain networks; greater emphasis on supply chain design; an all-new chapter devoted to supply chain management and logistics; and many new feature boxes and cases. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Hunting and Fishing in the New South - Scott E. Giltner 2008-10-29

Giltner's thorough research using slave narratives, sportsmen's recollections, records of fish and game clubs, and sporting periodicals offers a unique perspective on the African-American struggle for independence from the end of the Civil War to the 1920s.

Grounded Theory - Christina Goulding 2002-07-24

Grounded Theory represents a primer for organisational, business and marketing students studying for research degrees who would like to adopt the grounded theory methodology approach for their dissertation or thesis.

British Books in Print - 1979

Operations and Supply Chain Management - David A. Collier 2020-01-31

Gain a clear understanding of the fundamental concepts and applications

behind today's operations and supply chain management with the reader-friendly approach in Collier/Evans' popular OPERATIONS AND SUPPLY CHAIN MANAGEMENT, 2E. The authors present detailed, solved problems throughout this edition to illustrate key formulas and computations as you learn to complete both manual and digital calculations using Excel spreadsheet templates and other Excel models for optimization and simulation. New content examines process analysis and resource utilization, analytics in OM, capacity measurement, applications of linear optimization and other critical operations management (OM) and supply chain management (SCM) topics. In addition, new and proven review questions, experiential activities, problems and exercises as well as feature boxes teach you how to work with the latest OM and SCM concepts and tools. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Ship Management - Pengfei Zhang 2021-09-20

Ship Management: Theory and Practice unpacks the complexity of this crucial maritime activity by spelling out its key elements and the connections and linkages between them. Opening with an introduction and an overview of the special characteristics of ship management, the text then focuses on different strands of management. It offers dedicated chapters on strategic management, commercial management, operations management, technical management, human resource management and compliance management, weaving in numerous international examples throughout. The final chapter looks to the future, exploring the challenges facing ship management and the impact of digitalisation. Ship Management: Theory and Practice is a valuable resource for upper-level students of shipping management and maritime operations and can also serve as a one-stop reference for researchers and industry practitioners.

OM 5 - David A. Collier 2014-09-17

Created through a student-tested, faculty-approved review process with input from more than 150 students and faculty, Collier/Evans' OM5 provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. This concise, engaging, and accessible text is perfect for today's diverse learners. OM5 provides the latest examples featuring companies students will recognize from the news as well as videos for every chapter, case studies and end-of-chapter problems. Five additional chapters online enable readers to delve further into the quantitative aspects of operations management. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Reader's Guide to the Social Sciences - Jonathan Michie 2014-02-03

This 2-volume work includes approximately 1,200 entries in A-Z order, critically reviewing the literature on specific topics from abortion to world systems theory. In addition, nine major entries cover each of the major disciplines (political economy; management and business; human geography; politics; sociology; law; psychology; organizational behavior) and the history and development of the social sciences in a broader sense.

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