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This text addresses the issues of how to develop new service products - where the concept of service has moved from transaction to experience. The authors draw upon the expertise of internationally recognised authors.

Includes index.

Service chain management enables service organisations to improve customer satisfaction and reduce operational costs. In this book, Christos Voudouris and his BT colleagues together with experts from industry and academia present the latest innovations and technologies used to manage the operations of a service company. The viewpoints presented are based on the BT experience and on associated research and development. Service chain management is looked at both from the enterprise perspective and from the standpoints of the service professional and customer. The focus is on real-world challenges.

Since the beginning of mankind on Earth, if the "busyness" process was successful, then some form of benefit sustained it. The fundamentals are obvious: get the right inputs (materials, labor, money, and ideas); transform them into highly demanded, quality outputs; and make it available in time to the end consumer. Illustrating how operations relate to the rest of the organization, Production and Operations Management Systems provides an understanding of the production and operations management (P/OM) functions as well as the processes of goods and service producers. The modular character of the text permits many different journeys through the materials. If you like to start with supply chain management (Chapter 9) and then move on to inventory management (Chapter 5) and then quality management (Chapter 8), you can do so in that order. However, if your focus is product line stability and quick response time to competition, you may prefer to begin with project management (Chapter 7) to reflect the continuous project mode required for fast redesign rapid response. Slides, lectures, Excel worksheets, and solutions to short and extended problem sets are available on the Downloads / Updates tabs. The project management component of P/OM is no longer an auxiliary aspect of the field. The entire system has to be viewed and understood. The book helps students develop a sense of managerial competence in making decisions in the design, planning, operation, and control of manufacturing, production, and operations systems through examples and case studies. The text uses analytical techniques when necessary to develop critical thinking and to sharpen decision-making skills. It makes production and operations management (P/OM) interesting, even exciting, to those who are embarking on a career that involves business of any kind.

"An Industrial Product-Service System is characterized by the integrated and mutually determined planning, development, provision and use of product and service shares including its immanent software components in Business-to-Business applications and represents a knowledge-intensive socio-technical system." - Meier, Roy, Seliger (2010) Since the first conference in 2009, the CIRP International Conference on Industrial Product-Service Systems has become a well-established international forum for the review and discussion of advances, research results and industrial improvements. Researchers from all over the world have met at previous IPS2 conferences in Cranfield (2009), Linköping (2010), Braunschweig (2011) and Tokyo (2012). In 2013, the 5th CIRP International Conference on Industrial Product-Service Systems is held in Bochum. Important topics of IPS2 research presented at the conference are: planning and development, sustainability, business models, operation, service engineering, knowledge management, ICT, modeling and simulation, marketing and economic aspects as well as the role of the human in IPS2.

McConnell and Brue's Macroeconomics: Principles, Problems, and Policies is the leading Principles of Macroeconomics textbook because it is innovative and teaches students in a clear, unbiased way. The 17th Edition builds upon the tradition of leadership by sticking to 3 main goals: help the beginning student master the principles essential for understanding the economizing problem, specific economic issues, and the policy alternatives; help the student understand and apply the economic perspective and reason accurately and objectively about economic matters; and promote a lasting student interest in economics and the economy.

Although workplace design and management are gaining more and more attention from modern organizations, workplace research is still very fragmented and spread across multiple disciplines in academia. There are several books on the market related to workplaces, facility management (FM), and corporate real estate management (CREM) disciplines, but few open up a theoretical and practical discussion across multiple theories from different disciplines. Therefore, workplace researchers are not aware of all the angles from which workplace management and effects of workplace design on employees has been or could be studied. A lot of knowledge is lost between disciplines, and sadly, many insights do not reach workplace managers in practice. Therefore, this new book series is started by associate professor Rianne Appel-Meulenbroek (Eindhoven University of Technology, the Netherlands) and postdoc researcher Vitalija Danivska (Aalto University, Finland) as editors, published by Routledge. It is titled 'Transdisciplinary Workplace Research and Management' because it bundles important research insights from different disciplinary fields and shows its relevance for both academic workplace research and workplace management in practice. The books will address the complexity of the transdisciplinary angle necessary to solve ongoing workplace-related issues in practice, such as knowledge worker productivity, office use, and more strategic management. In addition, the editors work towards further collaboration and integration of the necessary disciplines for further development of the workplace field in research and in practice. This book series is relevant for workplace experts both in academia and industry. This second book in the series focuses on the role of workplace management in the organization and the tasks that workplace management needs to consider. The 18 theories that are presented in this book and applied to workplace research discuss management aspects from the organization's perspective or dive deeper into issues related to people and/or building management. They all emphasize that workplace management is a complex matter that requires more strategic attention in order to add value for various stakeholders. The final chapter of the book describes a first step towards integrating the presented theories into an interdisciplinary framework for developing a grand workplace management theory.

Human services management occurs in nonprofit, governmental, and for-profit sectors and involves a wide variety of organizational structures. These diverse conditions shape the effort to produce and project services that directly affect the quality of life of individuals, families, and communities through social welfare, health and mental health, criminal justice, and educational services. David Austin begins with an examination of the historical development and distinctive characteristics of human service organizations, the variety of organizational and program structures at play, and the connection of individual service organizations with service delivery networks. He then examines of the roles and responsibilities of key stakeholder constituencies, including service users, service personnel (especially service professionals), funders, executives, and policy boards. The final two chapters discuss two organizational processes: accountability for effectiveness and dealing with organizational changes.

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