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### **EBOOK: OPERATIONS MANAGEMENT: THEORY AND PRACTICE: GLOBAL EDITION**

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*McGraw Hill EBOOK: Operations Management: Theory and Practice: Global Edition*

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### **THE MCGRAW-HILL 36-HOUR COURSE: OPERATIONS MANAGEMENT**

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*McGraw Hill Professional Take a crash course in boosting operational efficiency! Whether a business manufactures trucks, delivers packages, or sells coffee, it lives and breathes on its operations. Without exception. Ensuring smooth, efficient processes is a challenging task--but the rewards are immense. The McGraw-Hill 36-Hour Course: Operations Management puts you on the fast track to bolstering and managing the effectiveness of your organization's operations. Complete with exercises, self-tests, and an online final exam, this virtual immersion course in operations management teaches you how to: Evaluate and measure existing systems' performance Use quality management tools like Six Sigma and Lean Production Design new, improved processes Define, plan, and control costs of projects Take this in-depth course on operations management and put your vision into action. This is the only book on*

the syllabus. Class begins now!

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**EBOOK: ANALYSIS FOR FINANCIAL MANAGEMENT**

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McGraw Hill EBOOK: Analysis for Financial Management

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**SUPPLY CHAIN MANAGEMENT**

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**VALUATION CHALLENGES AND SOLUTIONS IN CONTEMPORARY BUSINESSES**

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IGI Global Defining the value of an entire company can be challenging, especially for large, highly competitive business markets. While the main goal for many companies is to increase their market value, understanding the advanced techniques and determining the best course of action to maximize profits can puzzle both academic and business professionals alike. *Valuation Challenges and Solutions in Contemporary Businesses* provides emerging research exploring theoretical and practical aspects of income-based, market-based, and asset-based valuation approaches and applications within the financial sciences. Featuring coverage on a broad range of topics such as growth rate, diverse business, and market value, this book is ideally designed for financial officers, business professionals, company managers, CEOs, corporate professionals, academicians, researchers, and students seeking current research on the challenging aspects of firm valuation and an assortment of possible solution-driven concepts.

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**OPERATIONS MANAGEMENT**

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McGraw-Hill Education

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**OPERATIONS AND SUPPLY CHAIN MANAGEMENT**

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**OPERATIONS MANAGEMENT IN CONTEXT**

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

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## **OPERATIONS MANAGEMENT**

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*McGraw-Hill Europe Operations Management is all around us and is integral to every industry. Using contemporary and engaging examples this brand new text book brings to life fundamental Operations Management principles and theories that are applicable to both manufacturing and service situations, reflecting the very latest developments in this dynamic field*

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## **MULTINATIONAL ENTERPRISE MANAGEMENT STRATEGIES IN DEVELOPING COUNTRIES**

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*IGI Global In contemporary economies, businesses must consistently make strides to remain competitive and profitable at both national and international levels. Unlike in the developed world, corporations in developing nations face a different set of challenges for achieving growth. Multinational Enterprise Management Strategies in Developing Countries is an authoritative reference source for the latest scholarly research on diverse opportunities and obstacles facing multinational corporations in emerging economies. Highlighting innovative perspectives and real-world examples, this book is ideally designed for researchers, practitioners, upper-level students, and industry professionals interested in management approaches for achieving success in international corporations.*

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## **EBOOK: OPERATIONS AND SUPPLY CHAIN MANAGEMENT, GLOBAL EDITION**

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*McGraw Hill Resourceful companies today must successfully manage the entire supply flow, from the sources of the firm, through the value-added processes of the firm, and on to the customers of the firm. The fourteenth Global Edition of Operations and Supply Chain Management provides well-balanced coverage of managing people and applying sophisticated technology to operations and supply chain management.*

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## **PURCHASING AND SUPPLY MANAGEMENT**

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*The Fourteenth Edition of Purchasing and Supply Management provides a comprehensive introduction to the purchasing and supply chain management field, supported by over 40 case studies. Cases cover purchasing and supply chain issues in a variety of settings, from process industries to high tech manufacturing and services as well as public institutions. The text focuses on decision making throughout the supply chain. Based on the conviction that supply managers, in concert with suppliers and distributors, have to contribute to organizational goals and strategies, this edition continues to focus on how to make that mission a reality.*

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## **TECHNOLOGICAL APPLICATIONS AND ADVANCEMENTS IN SERVICE SCIENCE, MANAGEMENT, AND ENGINEERING**

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*IGI Global Services play a central role in the economies of nations and in global commerce, and to some extent we are all in the field of service. Technological Applications and Advancements in Service Science, Management, and Engineering is a compendium of research that proves to be an indispensable resource for cutting-edge knowledge in service science understood as a broad research field that embodies all the aspects that relate to services, their planning, design, operation, evaluation, and improvement. Perfect for academic researchers and practicing professionals, this volume serves as a vehicle for the development of service science and how good services are devised and engineered to get the maximum value for their efforts.*

## **PRINCIPLES OF MANAGEMENT**

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*Principles of Management is designed to meet the scope and sequence requirements of the introductory course on management. This is a traditional approach to management using the leading, planning, organizing, and controlling approach. Management is a broad business discipline, and the Principles of Management course covers many management areas such as human resource management and strategic management, as well as behavioral areas such as motivation. No one individual can be an expert in all areas of management, so an additional benefit of this text is that specialists in a variety of areas have authored individual chapters.*

*Contributing Authors David S. Bright, Wright State University Anastasia H. Cortes, Virginia Tech University Eva Hartmann, University of Richmond K. Praveen Parboteeah, University of Wisconsin-Whitewater Jon L. Pierce, University of Minnesota-Duluth Monique Reece Amit Shah, Frostburg State University Siri Terjesen, American University Joseph Weiss, Bentley University Margaret A. White, Oklahoma State University Donald G. Gardner, University of Colorado-Colorado Springs Jason Lambert, Texas Woman's University Laura M. Leduc, James Madison University Joy Leopold, Webster University Jeffrey Muldoon, Emporia State University James S. O'Rourke, University of Notre Dame*

## **OPERATIONS MANAGEMENT IN THE SUPPLY CHAIN DECISIONS AND CASES**

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## **PROJECT MANAGEMENT: THE MANAGERIAL PROCESS**

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*McGraw-Hill Education Project Management, 8e provides a holistic and realistic approach to Project Management that combines the human aspect and culture of an organization with the tools and methods used It covers concepts and skills used to propose, plan secure resources, budget and lead project teams to successful completion of projects. this text is not only on how the management*

*process works, but also, and more importantly, on why it works. It's not intended to specialize by industry type or project scope, rather it is written for the individual who will be required to manage a variety of projects in a variety of organizational settings. 8e was written for a broad range of audiences including, project managers, students, analysts and Project Management Institute Members preparing for certification exams. The digital component, Connect, now has enhanced algorithmic problems, Application Based Activities, SmartBook 2.0 and Practice Operations, a game-based 3D operations management simulation.*

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### **MANAGEMENT**

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#### **THE MCGRAW HILL 36 HOUR SIX SIGMA COURSE**

*McGraw Hill Professional Learn the essentials of Six Sigma in just 36 hours The McGraw-Hill 36-Hour Six Sigma Course provides you with the knowledge you need to understand, implement, and manage a Six Sigma program. This detailed yet accessible guide explores 10 essential Six Sigma tools for manufacturing along with other core components of a Six Sigma program.*

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#### **THE BIG BOOK OF CONFLICT RESOLUTION GAMES: QUICK, EFFECTIVE ACTIVITIES TO IMPROVE COMMUNICATION, TRUST AND COLLABORATION**

*McGraw Hill Professional Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged.*

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## **PROJECT MANAGEMENT**

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*Penguin The practical e-guide that gives you the skills to succeed as a project manager. Discover how to improve your project management skills by defining a project brief, identifying stakeholders, and building a strong team. You'll also learn useful tips for initiating projects, setting deadlines, and managing your budgets. Essential Managers gives you a practical "how-to" approach with step-by-step instructions, tips, checklists, and "ask yourself" features showing you how to focus your energy, manage change, and make an impact. DK's Essential Managers series contains the knowledge you need to be a more effective manager and hone your management style. Whether you're new to project management or simply looking to sharpen your existing skills, this is the e-guide for you.*

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## **RETAILING MANAGEMENT**

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*Revised edition of the authors' Retailing management, [2014]*

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## **MANAGING OPERATIONS ACROSS THE SUPPLY CHAIN**

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## **A HEALTHCARE SOLUTION**

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## **A PATIENT-CENTERED, RESOURCE MANAGEMENT PERSPECTIVE**

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*CRC Press The evidence is undeniable. By any measure, the US spends more on healthcare than any other country in the world, yet its health outcomes as measure by longevity are in the bottom half among developed countries, and its health-related quality of life has remained constant or declined since 1998. In addition to high costs and lower than expected outcomes, the healthcare delivery system is plagued by treatment delays as it can take weeks to see a specialist, and many people have limited or no access to care. Part of the challenge is that the healthcare delivery system is a large, complex, and sophisticated value creation chain. Successfully changing this highly interconnected system is difficult and time consuming because the underlying problems are hard to comprehend, the root causes are many, the solution is unclear, and the relationships among problems, causes, and solution are multifaceted. To address these issues, the book carefully explains the underlying problems, examines their root causes using information, data, and logic, and presents a comprehensive and integrated solution that addresses these causes. These three steps are the methodological backbone of this book. A solution depends on understanding and applying the principles of patient-centered care (PCC) and resource management. PCC puts patients, supported by their primary care physicians, back in the role as decision makers and depends on*

patients being responsible for their health including making good life-style choices. After all, the best way to reduce healthcare costs and increase quality of life is to improve our health and wellness and as a result need less care. In addition, health insurance must be rethought and redesigned so it is less likely to lead to overuse. For many people with health insurance, the out-of-pocket cost of healthcare are small, so healthcare decision making is often biased toward consumption. Effective resource management means that healthcare providers must do a better job of acquiring and using resources in order to provide care quickly, productively, and correctly. This means improving healthcare strategy and management, accelerating the use of information technology, making drug costs affordable and fair, reducing the incidence of malpractice, and rebuilding the provider network. In addition, implementation is difficult because there are many participants in the healthcare delivery value chain, such as physicians, nurses, and medical technicians, as well as many provider organizations, such as hospitals, clinics, physician offices, and labs. Further up the value chain there are pharmaceutical companies, equipment providers, and other suppliers. These participants have diverse and sometimes conflicting goals, but each must be willing to accept change and work in a coordinated manner to improve healthcare. To overcome these problems, strong national leadership is needed to get the attention and support from the people and organizations involved in healthcare and to make the comprehensive changes that will lower healthcare costs, improve healthcare quality, eliminate delays, increase access, and enhance patient satisfaction.

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## **EDUCATIONAL TECHNOLOGY AND RESOURCES FOR SYNCHRONOUS LEARNING IN HIGHER EDUCATION**

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*IGI Global As more classes move to online instruction, there is a need for research that shows the effectiveness of synchronous learning. Educators must guide students on how to use these new learning tools and become aware of the research trends and opportunities within these developing online and hybrid courses. Educational Technology and Resources for Synchronous Learning in Higher Education provides evidence-based practice on incorporating synchronous teaching tools and practice within online courses to enhance content mastery and community development. Additionally, the book presents a strong theoretical overview of the topic and allows readers to develop a more nuanced understanding of the benefits and constraints of synchronous learning. Covering topics such as game learning, online communication, and professional development, it is designed for online instructors, instructional designers, administrators, students, and researchers and educators in higher education, as well as corporate, military, and government sectors.*

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## **MANAGEMENT 9E**

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## **THE TALENT MANAGEMENT HANDBOOK**

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*McGraw Hill Professional The Talent Management Handbook explains how organizations can identify and get the most out of “high-potential people” by developing and promoting them to key positions. The book explains: 1. A system for integrating three human resources “building blocks”: organizational competencies, performance appraisal, and forecasting employee/manager potential 2. Six human resources conditions necessary for organization excellence 3. How to link your employee assessment process to career planning and development The Talent Management Handbook will help you design career plans that boost employee morale, as well as create and sustain excellence in your organization. It is full of simple, efficient, easy-to-follow methods for assessing, planning, and developing high-value people to meet your organization’s current and future needs. And it will help you combine your organization’s diverse human resources activities into a single, cogent system. Featuring best practices from leading companies as well as contributions from field experts who hold top positions in such leading HR consultancies as AON Consulting, The Hay Group, Hewitt Associates, Right Management Consulting, Sibson Consulting, and Towers Perrin, The Talent Management Handbook is an authoritative resource for creating and maintaining excellence in your organization through people management.*

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## **CURRENT AND EMERGING TRENDS IN CYBER OPERATIONS**

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### **POLICY, STRATEGY AND PRACTICE**

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*Springer This book explores current and emerging trends in policy, strategy, and practice related to cyber operations conducted by states and non-state actors. The book examines in depth the nature and dynamics of conflicts in the cyberspace, the geopolitics of cyber conflicts, defence strategy and practice, cyber intelligence and information security.*

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## **SUPPLY CHAIN LOGISTICS MANAGEMENT**

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### **LOGISTICS OPERATIONS AND MANAGEMENT**

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### **CONCEPTS AND MODELS**

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*Elsevier This book provides a comprehensive overview of how to strategically manage the movement and storage of products or materials from any point in the manufacturing process to customer fulfillment. Topics covered include important tools for strategic decision making, transport, packaging, warehousing, retailing, customer services and future trends. An introduction to logistics*

*Provides practical applications Discusses trends and new strategies in major parts of the logistic industry*

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## **THE URBAN RAIL DEVELOPMENT HANDBOOK**

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*World Bank Publications Cities across the globe are looking to develop affordable, environmentally friendly, and socially responsible transportation solutions that can meet the accessibility needs of expanding metropolitan populations and support future economic and urban development. When appropriately planned and properly implemented as part of a larger public transportation network, urban rail systems can provide rapid mobility and vital access to city centers from surrounding districts. High-performing urban rail services, when carefully approached as development projects, can help enhance quality of life by giving citizens access to employment opportunities, essential services, urban amenities, and neighboring communities. The purpose of this Handbook is to synthesize and disseminate knowledge to inform the planning, implementation, and operations of urban rail projects with a view towards: -- Emphasizing the need for early studies and project planning; -- Making projects more sustainable (economically, socially, and environmentally); -- Improving socioeconomic returns and access to opportunities for users; -- Maximizing the value of private participation, where appropriate; and -- Building capacity within project implementing and managing institutions This Handbook provides experiential advice to tackle the technical, institutional, and financial challenges faced by decision makers considering urban rail projects. It brings together the expertise of World Bank staff and the input of numerous specialists to synthesize international 'good practices' and recommendations that are independent of commercial, financial political, or other interests. The material presented is intended as an honest-broker guide to maximize the impact and manage the challenges of urban rail systems in cities in both developed and developing countries. Rather than identify a single approach, this Handbook acknowledges the complexities and context necessary when approaching an urban rail development by helping to prepare decision makers to ask the right questions, consider the key issues, perform the necessary studies, apply adequate tools, and learn from international good practice all at the right time in the project development process.*

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## **OPERATIONS MANAGEMENT 2/E**

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*Good operations management is not only crucial to success in business, but critical to our survival. Now in its second edition, Operations Management retains its engaging writing style and balanced approach of quantitative and qualitative material. With integrated theories and real-world examples, this new edition presents increasingly important principles, applicable to both service and manufacturing contexts, in a clear and captivating way. Containing everything necessary to understand this fascinating and everevolving field, this textbook will soon become indispensable. Key Features: . A new structure to refocus the book and align with*

teaching . Fully updated pedagogy, including Worked Examples, Critical Perspectives and Contemporary Thinking . New interviews with leading operations managers, highlighting the different roles available and preparing students foremployment in the field . A strong global focus through over 70 new or revised cases, including companies such as Amazon, FIFA World Cup, IBM, LEGO, Nike, Sony and many more . Up-to-date coverage of contemporary topics, such as the 4Vs, blockchain, Big Data, the Internet of Things and disruptive services in the supply chain . Revised end-of-chapter content to test comprehension, including Review Questions, Discussion Questions and Problems . Continued links to and emphasis on Globalization, Business Integration and Corporate Social Responsibility (CSR) Operations Management is available with McGraw Hill's Connect®, the online learning platform which features resources to help faculty and institutions improve student outcomes and course delivery efficiency.

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## **BANK MANAGEMENT AND FINANCIAL SERVICES**

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McGraw-Hill Europe Bank Management and Financial Services, now in its ninth edition, is designed primarily for students interested in pursuing careers in or learning more about the financial services industry. It explores the services that banks and their principal competitors (including savings and loans, credit unions, security and investment firms) offer in an increasingly competitive financial-services marketplace. The ninth edition discusses the major changes and events that are remaking banking and financial services today. Among the key events and unfolding trends covered in the text are: Newest Reforms in the Financial System, including the new Dodd-Frank Financial Reform Law and the Credit Card Accountability, Responsibility, and Disclosure (CARD) Act of 2009. Global Financial Sector coverage of the causes and impact of the latest "great recession." Systemic Risk and the presentation of the challenges posed in the financial system. Exploration of changing views on the "too big to fail" (TBTF) doctrine and how regulators may be forced to deal with TBTF in the future. Controlling Risk Exposure presentation of methods in an increasingly volatile economy

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## **MANAGEMENT OF SHIPPING COMPANIES**

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Routledge The maritime sector is dynamic and volatile, creating the need for continuous monitoring of the latest developments and their effects on the organisation, management and strategies of shipping companies. This book analyses the business environment of these companies and the approaches they adopt in organising and managing their activities. Management of Shipping Companies aims to facilitate the learning and understanding of the fascinating world of shipping business. It examines the organisation and management of companies which manage ocean-going ships, emphasising the special characteristics of the industry and the framework created by these. This textbook offers a detailed account of the companies' processes and functions, the structural and contextual dimensions of their organisation, as well as an analysis of human resources, safety management and the outsourcing of

shipping operations. Written in an easily digestible and critical manner, it includes case studies and analysis of best practices implemented by companies worldwide. This unique and accessible book is an ideal text for students in maritime studies programs as well as readers interested in learning about maritime businesses' organisation and management.

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## **ESSENTIALS OF OPERATIONS MANAGEMENT**

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Pearson Higher Ed Essentials of Operations Management is a brand new concise version of the market-leading text Operations Management. It has been developed for students on short courses in operations management – for example, doing an initial course at undergraduate, postgraduate or post-experience level. In these books the author team have set the standards in Operations Management which other textbooks seek to emulate: Expert authorship, an engaging writing style, and an interesting collection of cases combine to communicate the importance of managing operations and processes within a successful organisation.

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## **OPERATIONS MANAGEMENT**

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McGraw-Hill Higher Education

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## **OPERATIONS MANAGEMENT**

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Pearson Higher Ed Operations management is important, exciting, challenging ... and everywhere you look! Important, because it enables organisations to provide services and products that we all need Exciting, because it is central to constant changes in customer preference, networks of supply and demand, and developments in technology Challenging, because solutions must be must be financially sound, resource-efficient, as well as environmentally and socially responsible And everywhere, because in our daily lives, whether at work or at home, we all experience and manage processes and operations. The full text downloaded to your computer With eBooks you can: search for key concepts, words and phrases make highlights and notes as you study share your notes with friends eBooks are downloaded to your computer and accessible either offline through the Bookshelf (available as a free download), available online and also via the iPad and Android apps. Upon purchase, you'll gain instant access to this eBook. Time limit The eBooks products do not have an expiry date. You will continue to access your digital ebook products whilst you have your Bookshelf installed.

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## **OPERATIONS MANAGEMENT**

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## CONTEMPORARY CONCEPTS AND CASES

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*Irwin Professional Publishing Operations Management: Contemporary Concepts and Cases, is an ideal book for the instructor seeking a short text with cases. This book employs a cross-functional perspective, appealing to non-majors and practical for use in an MBA level course in operations management. The size and price of the book also make the text attractive for the cross-functional curriculum where students are required to purchase more than one text. The cases offer variety in length and rigor; and several are from Harvard and Darden. This mix makes the book appropriate for both undergraduates and MBA students.*

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## OPERATIONS MANAGEMENT, 1E

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*McGraw-Hill Education Cachon 1e is designed for undergraduate students taking an introductory course in operations management. This text will share many of the strengths of Matching Supply with Demand: An Introduction to Operations Management (3e). Operations Management by Cachon comprehensively spans the relevant domain of topics, is accessible to a typical undergraduate student (i.e., limited real world business experience), incorporates the latest research and knowledge, and provides thorough pedagogical support for instructors along with innovative learning support for students. Connect is the only integrated learning system that empowers students by continuously adapting to deliver precisely what they need, when they need it, and how they need it, so that your class time is more engaging and effective.*

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## ESSENTIALS OF STRATEGIC MANAGEMENT

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### THE QUEST FOR COMPETITIVE ADVANTAGE

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*"Essentials of Strategic Management 6 edition by Gamble, Peteraf, and Thompson presents concise, straight-to-the-point discussions, timely examples, with a writing style that captures students' interest. It features 10 chapters with 12 tightly linked cases. The content is solidly mainstream and balanced, mirroring both insights of academic thought and real-world strategic management. For years strategy instructors have been shifting from purely text-cases to a text-cases-simulation course structure. Two widely used online competitive strategy simulations, The Business Strategy Game and GLO-BUS, are optional companions. Both simulations are closely linked to the content. "--*

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## SMART SYSTEMS AND IOT: INNOVATIONS IN COMPUTING

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**PROCEEDING OF SSIC 2019**

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*Springer Nature The book features original papers from the 2nd International Conference on Smart IoT Systems: Innovations and Computing (SSIC 2019), presenting scientific work related to smart solution concepts. It discusses computational collective intelligence, which includes interactions between smart devices, smart environments and smart interactions, as well as information technology support for such areas. It also describes how to successfully approach various government organizations for funding for business and the humanitarian technology development projects. Thanks to the high-quality content and the broad range of the topics covered, the book appeals to researchers pursuing advanced studies.*