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KEY=TECHNOLOGISCHEN - GIOVANNA KALEIGH

COLLABORATIVE BUSINESS UND WEB SERVICES

EIN MANAGEMENTLEITFADEN IN ZEITEN TECHNOLOGISCHEN WANDELS

Springer-Verlag Die sich gerade entwickelnde Web-Services-Technologie wird in den kommenden Jahren neue Formen wirtschaftlicher Interaktion ermöglichen. Geschäftsprozesse, Unternehmen und Marktstrukturen werden sich daher nachhaltig ändern. "Collaborative Business" wird zur Realität. Das vorliegende Buch erläutert erstmals nicht aus technologischer Perspektive, sondern aus Management-Sicht, wie sich Firmen auf diese geänderten Rahmenbedingungen einstellen können. Ökonomische Gesetzmäßigkeiten, Markterhebungen und erste Erfahrungen internationaler Unternehmen bieten Entscheidern verlässliche Hilfestellungen auf dem Weg in eine neue Wirtschaftswelt.

ARCHITECTURE OF INTEROPERABLE INFORMATION SYSTEMS

AN ENTERPRISE MODEL-BASED APPROACH FOR DESCRIBING AND ENACTING COLLABORATIVE BUSINESS PROCESSES

Logos Verlag Berlin GmbH The automation of cross-organizational business processes is one of the most important trends of the information age. Instead of a tight integration however, collaborating organizations rather strive for a loose coupling of their information systems. Supporting this objective, the Architecture of Interoperable Information Systems (AIOS) represents a means for the comprehensive description of loosely coupled, interoperating information systems and for the systematic, model-based enactment of collaborative business processes. To this aim, it combines concepts from the areas of enterprise modeling, collaborative business and Service-oriented Computing. At the core of the architecture lies the Business Interoperability Interface, which describes the information system boundaries of one organization to its collaboration partners and connects internal and external information systems. Detailed procedure models specify the usage of the AIOS; its application to an example scenario as well as prototypes that implement core aspects of the AIOS exemplify the method. This book addresses researchers as well as practitioners interested in the areas of organizational interoperability and the modeling and enactment of collaborative business processes.

SOA UND WEBSERVICES

Springer-Verlag Der Kerngedanke der Service-orientierten Architektur (SOA) besteht darin, IT-Funktionalitäten in einzelne, geschäftsorientierte Serviceblöcke aufzuteilen und damit komplexe Strukturen aufzulösen. Bei der Modernisierung von IT-Landschaften fällt die Entscheidung häufig zugunsten dieses neuartigen Architekturmodells aus. Die Autoren erläutern einerseits die allgemeinen Grundlagen der Serviceorientierung und andererseits die technologischen Konzepte und Standards zur praktischen Umsetzung einer SOA unter Verwendung von WebServices.

MANAGEMENT VON SERVICE-LEVEL-AGREEMENTS

METHODISCHE GRUNDLAGEN UND PRAXISLÖSUNGEN MIT COBIT, ISO 20000 UND ITIL

dpunkt.verlag Kundenorientierung und ein professionelles Service-Level-Management (SLM) mit seinen Service-Level-Agreements (SLAs) entscheiden langfristig über den Erfolg von Dienstleistungsunternehmen. Dieses Buch zeigt den Weg zur Professionalisierung der Schnittstelle zwischen Servicenehmer und IT-Dienstleister auf. Anhand von Beispielen wird ausführlich erklärt, wie SLAs entworfen und überwacht werden können. Schwerpunkte bilden dabei die in der Praxis anwendbaren und belastbaren SLAs, das Monitoring von Geschäftsprozessen sowie Nachweise zur Einhaltung von SLAs. Weiter wird mit dem SOUSIS-Modell ein neuer Standard vorgestellt, mit dem SLAs einheitlich und beherrschbar erstellt und verwaltet werden können. Auch für das SLA-Management erforderliche Arbeitskonzepte und Werkzeuge werden im Detail erläutert. Interviews mit Service-Level-Managern und ein Fallbeispiel aus der Praxis runden das Buch ab. Aus dem Inhalt: - IT-Standards für den Prozess Service-Level-Management - Entwurf von Service-Level-Agreements und Servicekatalogen - Überwachung von Service-Level-Agreements - Werkbank für Service-Level-Manager: Arbeitskonzepte und Werkzeuge - Stolpersteine bei Service-Level-Agreements Die Neuauflage wurde komplett überarbeitet und aktualisiert. Dies betrifft insbesondere die IT-Standards, Entwicklungen im Bereich Servicekatalog und ein neues Pönalenkonzept für Schadensersatzforderungen.

INSURANCE ECONOMICS

Springer Science & Business Media Presenting theoretical foundations and empirical research, this text introduces the reader to the core issues and analytical tools of insurance economics, examining in detail a host of key factors including supply and demand, regulation and social insurance.

SUSTAINABLE LOGISTICS AND SUPPLY CHAINS

INNOVATIONS AND INTEGRAL APPROACHES

Springer This book addresses the main challenges affecting modern logistics and supply chains and is organized according to five main themes: supply chain strategy and management, information and communication technology (ICT) for logistics and related business models, vertical and horizontal collaboration, intelligent hubs (e.g. ports and cities) and policy for sustainable logistics. The key findings presented are based on both extensive research and on business cases. The book examines logistics from a comprehensive viewpoint embracing the entire supply chain. The overarching advanced logistics and supply chain concept at the heart of this book endeavors to contribute to a sustainable intelligent transport system by making it more efficient, cost-effective, safe, reliable and competitive. Specifically, the book focuses on the need for a variety of supply chain, logistics and transport options, on the potential offered by technological developments, infrastructural and organizational aspects, information flows, the financial and legal domain, harmonization and the complexity of implementation. In closing, the book presents new approaches to the coordination of sound business and governance models.

ELECTRONIC COMMERCE 2018

A MANAGERIAL AND SOCIAL NETWORKS PERSPECTIVE

Springer This new Edition of Electronic Commerce is a complete update of the leading graduate level/advanced undergraduate level textbook on the subject. Electronic commerce (EC) describes the manner in which transactions take place over electronic networks, mostly the Internet. It is the process of electronically buying and selling goods, services, and information. Certain EC applications, such as buying and selling stocks and airline tickets online, are reaching maturity, some even exceeding non-Internet trades. However, EC is not just about buying and selling; it also is about electronically

communicating, collaborating, and discovering information. It is about e-learning, e-government, social networks, and much more. EC is having an impact on a significant portion of the world, affecting businesses, professions, trade, and of course, people. The most important developments in EC since 2014 are the continuous phenomenal growth of social networks, especially Facebook , LinkedIn and Instagram, and the trend toward conducting EC with mobile devices. Other major developments are the expansion of EC globally, especially in China where you can find the world's largest EC company. Much attention is lately being given to smart commerce and the use of AI-based analytics and big data to enhance the field. Finally, some emerging EC business models are changing industries (e.g., the shared economy models of Uber and Airbnb). The 2018 (9th) edition, brings forth the latest trends in e-commerce, including smart commerce, social commerce, social collaboration, shared economy, innovations, and mobility.

DESIGN THINKING RESEARCH

MAKING DISTINCTIONS: COLLABORATION VERSUS COOPERATION

Springer This book summarizes the results of Design Thinking Research Program at Stanford University in Palo Alto, California, USA and the Hasso Plattner Institute in Potsdam, Germany. Offering readers a closer look at design thinking, its innovation processes and methods, it covers topics ranging from how to design ideas, methods and technologies, to creativity experiments and creative collaboration in the real world, and the interplay between designers and engineers. But the topics go beyond this in their detailed exploration of design thinking and its use in IT systems engineering fields, and even from a management perspective. The authors show how these methods and strategies actually work in companies, and introduce new technologies and their functions. Furthermore, readers learn how special-purpose design thinking can be used to solve thorny problems in complex fields. Thinking and devising innovations are fundamentally and inherently human activities – so is design thinking. Accordingly, design thinking is not merely the result of special courses nor of being gifted or trained: it's a way of dealing with our environment and improving techniques, technologies and life. This edition offers a historic perspective on the theoretical foundations of design thinking. Within the four topic areas, various frameworks, methodologies, mindsets, systems and tools are explored and further developed. The first topic area focuses on team interaction, while the second part addresses tools and techniques for productive collaboration. The third section explores new approaches to teaching and enabling creative skills and lastly the book examines how design thinking is put into practice. All in all, the contributions shed light and provide deeper insights into how to support the collaboration of design teams in order to systematically and successfully develop innovations and design progressive solutions for tomorrow.

IDENTITY AND STRATEGY

HOW INDIVIDUAL VISIONS ENABLE THE DESIGN OF A MARKET STRATEGY THAT WORKS

Edward Elgar Publishing This book exemplifies one of the most complete and rigorous examples of scholarship relative to its subject matter that I have ever seen. Russell L. Ackoff, University of Pennsylvania, US This is a book written by someone who makes a living from helping organizations make strategy. It is also, though, written by a scholar someone who has thought hard about the topic and knows what other scholars think. This mix makes a book that is both thorough, well argued, and yet of great significance for consultants and managers. It unashamedly takes an inside-out view of strategy making, and this is what makes it so practical. It focuses on what those who manage want to do with their organization, rather than on some notion of what they should do. The book takes the field of strategic management forward by bringing theory and practice together more management writing needs to come from practitioner scholars. Colin Eden, University of Strathclyde Graduate School of Business, UK Olaf Rughase successfully unlocks important insights for creative market strategy development by linking it to central ideas about organizational identity. He provides a compelling theoretical rationale and useful practical process insights for how to induce creative market strategy formation through articulating current desired organizational identities. The book is clearly written, the claims well documented and well illustrated, providing a fresh and useful perspective on how to enable market strategies that work. Jane E. Dutton, University of Michigan, US In his well-researched book, Olaf Rughase introduces a new element into the concept of strategy which has so far been neglected to a surprising degree: the human factor. Strategy development certainly consists of data research, analysis and synthesis but after all, it is at least as much driven by fear and hope, will and might, the vision and the experience of the people involved. Only approaches that take this into account can claim any relevance for real-life strategy making. Viewed in this light, Olaf Rughase s book fills a gaping hole in the existing world of strategic thinking. Jörg Fengler, Management Consultancy, E.ON Ruhrgas AG, Germany Theorists and practitioners often underestimate the subtlety of each others thinking. Rughase s work engages seriously with both groups, and as a result is both deep and thoroughly practical. This is a genuinely original contribution. David Sims, Cass Business School, London, UK . . . this book is not just an academic treatise. Its insights grow out of facilitating strategy making, and one of these experiences is described in some detail. There are many practical observations to be found here. Political realities are acknowledged. Alternative paths anticipated. The ideas advanced here are, in combination, a genuine departure from past efforts. The theoretic development, which moves back and forth from experience to academic explanation, is convincing. From the foreword by Anne S. Huff This groundbreaking book explores the relationship between organizational identity and strategy and proposes a practical strategy making process that helps to avoid the typical pitfalls in strategic change processes. In doing so, the author bridges an important gap in management and strategy literature and explains how to practically link content and process when designing market strategies. A new conceptual framework is also presented which emphasizes the importance and dynamics of organizational identity and corresponding time discrepancies for strategy making. Whilst most strategists use the economically and analytically best strategy as a measure, Olaf Rughase introduces a new measure for strategy making that takes personal feelings, values and aspirations of organizational members into account. Claiming that individually desired organizational identities which can be seen as individual visions give direction, motivation and impetus for strategy action and developme

SUPPLY CHAIN SAFETY MANAGEMENT

SECURITY AND ROBUSTNESS IN LOGISTICS

Springer Companies face a variety of risks resulting from cost reduction strategies, rationalization measures, global sourcing, and outsourcing activities. Due to the large number of actors involved, extremely close ties emerge, which significantly increase supply chains' vulnerability to disruptions – this has been shown again and again in the past few years. Against this background, the aspect of supply continuity is of increasing importance for all activities that relate to procurement, logistics, and supply chain management. Its objective is to ensure the continuous operation of supply chains, i.e., the uninterrupted flow of material, information, and coordination from the initial supplier to the end customer. Therefore, it is necessary to adopt adequate measures that take into consideration not only potential losses but also potential gains (so-called speculative risks). With this book, the concept of Supply Chain Safety Management is introduced. The concept itself is embedded in a comprehensive and dynamic management process. Depending on a supply chain's individual objectives, a set of courses of action is offered for any risk factors – whether they are identifiable and quantifiable or not. The practicability of Supply Chain Safety Management is highlighted by various case studies. The book "Supply Chain Safety Management: Achieving Security and Robustness in Logistics" targets both the areas of science and of practice. First, the state of the art in research is reflected and valuable impulses for new and respectively for further research fields are provided by taking into consideration the points of view of scientists and practitioners in the business environment. Next, theoretically well-substantiated, modern approaches and tools applicable to the business world are offered, an impetus for new ideas and fields of positioning is given and best practice examples are presented allowing a fruitful exchange of experiences between practitioners.

THE BUSINESS OF SHARING

MAKING IT IN THE NEW SHARING ECONOMY

Springer Providing a colorful insight into the people at the forefront of the emergent Sharing Economy, a movement predicted to already be worth around $26B a year, this book gives vital advice to anyone thinking of starting or investing in a collaborative consumption business. The first of its kind, written by an author on the forefront of this new trend.

CORPORATE TURNAROUND

Penguin UK When firms are on the brink of failure, only turnaround management can restore performance and profitability. The key is to provide stability and create cash (and a breathing space) for building long-term success. This fully revised edition provides practical advice on restoring confidence through effective leadership and planning. It highlights the importance of communication with stakeholders, staff, customers and suppliers, and how best to structure the capital base of an organization in order to fund recovery and future growth. Essential reading for chief executives, consultants, and merchant bankers (as well as investors tracking the progress of ailing businesses), this book offers a definitive set of tools and techniques.

SOLVING THE CHANGE PARADOX BY MEANS OF TRUST

LEVERAGING THE POWER OF TRUST TO PROVIDE CONTINUITY IN TIMES OF ORGANIZATIONAL CHANGE

Springer Given that studies repeatedly suggest a 70 % failure rate of organizational change, Katharina de Biasi attempts to answer the question why traditional change theory has yet to prove successful, although mastering change has been identified as one of the "Management Challenges for the 21st century". As a result the author proposes to leverage the change paradox continuity in times of change and to solve it by means of trust. A trust-based formula for successful change is derived which constitutes the finding that trust-formation must precede transformation and which outlines two levers for a positive outcome.

SUSTAINABLE LOGISTICS

RESPONSES TO A GLOBAL CHALLENGE

Springer Science & Business Media Currently the notion of "sustainability" is used in an inflationary manner. Therefore the authors start with a definition which is stable to serve as an anchor for further research as well as for discussions among scientists, managers and politicians, ideally across different disciplines. The character of this book is purely conceptual. The argumentation is based on comparison of new and demanding requisites with existing models (process and network architectures in the field of logistics). Formerly neglected impacts on the environment will be included. Main features of a new approach will be developed which are capable to avoid these impacts and to align logistics with the requirements of sustainability. In order to make logistics sustainable large parts will have to be reinvented. The focus needs to be on decoupling transportation activities from economic growth rates.

MASTERING THE UNPREDICTABLE

HOW ADAPTIVE CASE MANAGEMENT WILL REVOLUTIONIZE THE WAY THAT KNOWLEDGE WORKERS GET THINGS DONE

Meghan Kiffer Press The facilitation of knowledge work or what is increasingly known as "Case Management" represents the next imperative in office automation. The desire to fully support knowledge workers within the workplace is not new. What's new is that recent advances in Information Technology now make the management of unpredictable circumstances a practical reality. There's now a groundswell of interest in a more flexible, dynamic approach to supporting knowledge work. The facilitation of knowledge work or what is increasingly known as "Case Management" represents the next imperative in office automation. The desire to fully support knowledge workers within the workplace is not new. What's new is that recent advances in Information Technology now make the management of unpredictable circumstances a practical reality. There's now a groundswell of interest in a more flexible, dynamic approach to supporting knowledge work. Here are examples of what recognized experts have have recently written on the topic: Advancing to support more knowledge work is the goal of many organizations, thus there is a new groundswell of activity around unstructured processes. - Jim Sinur, VP of Research, Gartner I think a sea change is coming in the process world. -Connie Moore, Research Vice President, Forrester The sea of change Moore refers to is about technology that is able to support knowledge workers. The work of a knowledge worker is by its nature unpredictable and can not be handled by more formalized process definition techniques. For executives and managers of knowledge workers, "Mastering the Unpredictable" will: Explain the need and why previous technological approaches don't meet the need Explain the current technology gap, and the new technology that can close the gap Lay out the options that can increase the efficiency and effectiveness of their organizations Equip them to best take advantage of this evolving trend

IBRAIN

SURVIVING THE TECHNOLOGICAL ALTERATION OF THE MODERN MIND

Harper Collins Their insights are extraordinary, their behaviors unusual. Their brains—shaped by the era of microprocessors, access to limitless information, and 24-hour news and communication—are remapping, retooling, and evolving. They're not superhuman. They're your twenty-something coworkers, your children, and your competition. Are you keeping up? In iBrain, Dr. Gary Small, one of America's leading neuroscientists and experts on brain function and behavior, explores how technology's unstoppable march forward has altered the way young minds develop, function, and interpret information. iBrain reveals a new evolution catalyzed by technological advancement and its future implications: Where do you fit in on the evolutionary chain? What are the professional, social, and political impacts of this new brain evolution? How must you adapt and at what price? While high-tech immersion can accelerate learning and boost creativity, it also has its glitches, among them the meteoric rise in ADD diagnoses, increased social isolation, and Internet addiction. To compete and thrive in the age of brain evolution, and to avoid these potential drawbacks, we must adapt, and iBrain—with its Technology Toolkit—equips all of us with the tools and strategies needed to close the brain gap.

FUNDAMENTALS OF PRODUCTION LOGISTICS

THEORY, TOOLS AND APPLICATIONS

Springer Science & Business Media At last, here is what logistics researchers have been waiting for: a book that comprehensively encapsulates for the first time the fundamentals of modeling Logistic Operating Curves for production and storage processes. The text includes information on how they can be derived and calculated based on standard operating data. In doing so, the authors clearly demonstrate the mutual dependencies between the often contradictory logistic objectives, i.e. on the one hand low throughput times and high delivery reliability and on the other hand low WIP levels and high rates of utilization. Moreover, they also explain how these objectives can be improved using the Logistic Operating Curve Theory and why this method thus provides an interesting alternative to simulations.

EFFECTIVE MANAGEMENT OF SOCIAL ENTERPRISES

LESSONS FROM BUSINESSES AND CIVIL SOCIETY ORGANIZATIONS IN IBEROAMERICA

Inter-American Development Bank The core purpose of social enterprise is to create value for the betterment of society. This aim lies at the center of the framework and is the end toward which all other elements in the framework must contribute. Greater alignment of these elements with the central purpose produces higher organizational coherence which contributes to superior performance.

INTEGRATED SUPPLY CHAIN MANAGEMENT

World Customs Organization This sixth volume deals with a highly topical subject, as it presents the response offered by the broad international Customs community to other interested parties, including trade-related and intergovernmental organizations, to the challenge posed by international terrorism and organized cross-border crime, with regard to security and facilitation of the international supply chain.

BUSINESS NETWORKING

SHAPING ENTERPRISE RELATIONSHIPS ON THE INTERNET

Springer Science & Business Media This book proposes a process-oriented model for business networking and the concept of networkability to develop realistic strategies for managing enterprises relationships in the Internet economy. It formulates key success factors and management guidelines which were developed in close co-operation between research and practice.

APPLIED PSYCHOLOGY FOR PROJECT MANAGERS

A PRACTITIONER'S GUIDE TO SUCCESSFUL PROJECT MANAGEMENT

Springer This book offers an essential manual for project managers, project management offices (PMO's), trainers and consultants, addressing the psychological side of project management. Written by leading scholars in organizational psychology and by top experts in project management, it covers all major psychological topics that are key to project success. The book features dedicated chapters on leadership and teamwork, including virtual and intercultural cooperation, commitment and motivation of project teams. It adds a psychological perspective to personnel management, decision-making, information and knowledge management and communication in project work. Power, influencing tactics and other aspects of stakeholder management are covered, as well as project coaching, innovation and creativity, self-management and the management of conflicts, risks and crises.

DO IT SMART

SEVEN RULES FOR SUPERIOR INFORMATION TECHNOLOGY PERFORMANCE

Simon and Schuster A decade ago, manufacturing companies had visions of paperless offices, automated plants, and virtual enterprises. But the euphoria quickly evaporated when these visions failed to materialize. Now, from in-depth interviews in a worldwide survey of seventy manufacturing firms, a research team from the prestigious consulting group McKinsey & Company concludes that, far from being a failure, information technology (IT) can be a vital strategic weapon in the manufacturing sector, just as it has proved to be in service industries. In Do IT Smart, experts Rolf-Dieter Kempis and Jürgen Ringbeck along with the McKinsey team identify four cultures of IT users -- stars, big spenders, cautious spenders, and laggards -- based on how efficiently and effectively the users manage IT. The stars stand out because their strong command of IT means they are better able to manage core processes such as R&D, sales and service, and order processing, which in turn produces tangible payoffs in profitability, growth, and market share. From their study of star performers, the authors formulate seven rules for developing a superior IT organization. First, they argue, managers must make IT a top management issue and, second, a priority in product development. IT must be viewed as a strategic tool so that IT strategy can be aligned with business strategy. Clear objectives must be set, and core business processes redesigned. Warning that IT is reaching saturation in administrative applications, the authors describe how it is far more profitable to integrate IT into marketing, sales, and customer service. Finally, they describe how all these elements must be brought together into a lean, customer-oriented IT network. McKinsey's breakthrough study shows that as organizations are increasingly overwhelmed with data, IT will become more of a dividing line between the winners and the losers. IT stars will make quantum leaps in effectiveness, while poor management of IT results in a cost explosion. Managers and information officers who want their business to keep and gain the competitive edge IT offers need this unprecedented insight into how to Do IT Smart.

PROCESS INNOVATION

REENGINEERING WORK THROUGH INFORMATION TECHNOLOGY

Harvard Business Press The business environment of the 1990s demands significant changes in the way we do business. Simply formulating strategy is no longer sufficient; we must also design the processes to implement it effectively. The key to change is process innovation, a revolutionary new approach that fuses information technology and human resource management to improve business performance. The cornerstone to process innovation's dramatic results is information technology--a largely untapped resource, but a crucial "enabler" of process innovation. In turn, only a challenge like process innovation affords maximum use of information technology's potential. Davenport provides numerous examples of firms that have succeeded or failed in combining business change and technology initiatives. He also highlights the roles of new organizational structures and human resource programs in developing process innovation. Process innovation is quickly becoming the byword for industries ready to pull their companies out of modest growth patterns and compete effectively in the world marketplace.

INFORMATION SECURITY MANAGEMENT METRICS

A DEFINITIVE GUIDE TO EFFECTIVE SECURITY MONITORING AND MEASUREMENT

CRC Press Spectacular security failures continue to dominate the headlines despite huge increases in security budgets and ever-more draconian regulations. The 20/20 hindsight of audits is no longer an effective solution to security weaknesses, and the necessity for real-time strategic metrics has never been more critical. Information Security Management Metrics: A Definitive Guide to Effective Security Monitoring and Measurement offers a radical new approach for developing and implementing security metrics essential for supporting business activities and managing information risk. This work provides anyone with security and risk management responsibilities insight into these critical security questions: How secure is my organization? How much security is enough? What are the most cost-effective security solutions? How secure is my organization? You can't manage what you can't measure This volume shows readers how to develop metrics that can be used across an organization to assure its information systems are functioning, secure, and supportive of the organization's business objectives. It provides a comprehensive overview of security metrics, discusses the current state of metrics in use today, and looks at promising new developments. Later chapters explore ways to develop effective strategic and management metrics for information security governance, risk management, program implementation and management, and incident management and response. The book ensures that every facet of security required by an organization is linked to business objectives, and provides metrics to measure it. Case studies effectively demonstrate specific ways that metrics can be implemented across an enterprise to maximize business benefit. With three decades of enterprise information security experience, author Krag Brotby presents a workable approach to developing and managing cost-effective enterprise information security.

ARIS - BUSINESS PROCESS FRAMEWORKS

Springer Science & Business Media ARIS (Architecture of Integrated Information Systems) is a unique and internationally renowned method for optimizing business processes and implementing application systems. This book enhances the proven ARIS concept by describing product flows and explaining how to classify modern software concepts. The importance of the link between business process organization and strategic management is stressed. Bridging the gap between the different approaches in business theory and information technology, the ARIS concept provides a full-circle approach-from the organizational design of business processes to IT implementation. With an emphasis on SAP R/3, real-world examples of standard software solutions illustrate these business process frameworks.

PROJECT MANAGEMENT AND CONTROL: FINDING THE CRITICAL PATH

New York : American Management Association

HANDBOOK OF MANUFACTURING CONTROL

FUNDAMENTALS, DESCRIPTION, CONFIGURATION

Springer Science & Business Media Unternehmen mit kurzen Lieferzeiten, hoher Liefertreue und niedrigen Beständen wachsen schnell und erzielen hohe Gewinne. Wie Unternehmen diese logistische Herausforderung meistern können, zeigt das Buch anhand von aktuellen Forschungsergebnissen der Leibniz Universität Hannover. Der Band gibt einen umfassenden Überblick über die Aufgaben und Verfahren der Fertigungssteuerung und befähigt Leser dazu, Schwächen in diesem Bereich zu erkennen und zu korrigieren. Ein fundiertes Nachschlagewerk für Studierende, Dozenten, Ingenieure und Wissenschaftler.

CROSS REALITY AND DATA SCIENCE IN ENGINEERING

PROCEEDINGS OF THE 17TH INTERNATIONAL CONFERENCE ON REMOTE ENGINEERING AND VIRTUAL INSTRUMENTATION

Springer Nature Today, online technologies are at the core of most fields of engineering and society as a whole . This book discusses the fundamentals, applications and lessons learned in the field of online and remote engineering, virtual instrumentation, and other related technologies like Cross Reality, Data Science & Big Data, Internet of Things & Industrial Internet of Things, Industry 4.0, Cyber Security, and M2M & Smart Objects. Since the first Remote Engineering and Virtual Instrumentation (REV) conference in 2004, the event has focused on the use of the Internet for engineering tasks, as well as the related opportunities and challenges. In a globally connected world, interest in online collaboration, teleworking, remote services, and other digital working environments is rapidly increasing. In this context, the REV conferences discuss fundamentals, applications and experiences in the field

of Online and Remote Engineering as well as Virtual Instrumentation. Furthermore, the conferences focus on guidelines and new concepts for engineering education in higher and vocational education institutions, including emerging technologies in learning, MOOCs & MOOLs, and open resources. This book presents the proceedings of REV2020 on "Cross Reality and Data Science in Engineering" which was held as the 17th in series of annual events. It was organized in cooperation with the Engineering Education Transformations Institute and the Georgia Informatics Institutes for Research and Education and was held at the College of Engineering at the University of Georgia in Athens (GA), USA, from February 26 to 28, 2020.

ENGINEERING EDUCATION 4.0

EXCELLENT TEACHING AND LEARNING IN ENGINEERING SCIENCES

Springer This book presents a collection of results from the interdisciplinary research project "ELLI" published by researchers at RWTH Aachen University, the TU Dortmund and Ruhr-Universität Bochum between 2011 and 2016. All contributions showcase essential research results, concepts and innovative teaching methods to improve engineering education. Further, they focus on a variety of areas, including virtual and remote teaching and learning environments, student mobility, support throughout the student lifecycle, and the cultivation of interdisciplinary skills.

FUNDAMENTALS OF TOTAL QUALITY MANAGEMENT

Routledge The principles of Total Quality Management have proven to be invaluable to organisations in all sectors of business and commerce and to the individuals they comprise. Indeed many organisations have discovered the relationship between quality and profitability. Now, more than ever, it is important to develop a quality strategy by adopting the principles of TQM. This important text provides a solid framework for understanding the basic concepts of TQM. It comprises three interlinked modules - fundamentals of TQM, methods of TQM and process management and improvement - and provides an integrated approach to this increasingly important business strategy. Fundamentals of Total Quality Management is vital reading for students doing MBAs, and those on MSc courses in business studies and engineering featuring TQM models, as well as practitioners in quality management and control.

THE STRATEGIC PROJECT OFFICE

A GUIDE TO IMPROVING ORGANIZATIONAL PERFORMANCE

CRC Press Describing the initiation, design, execution, and control of a strategic project office, this book provides step-by-step instructions for establishing a PMO. The author emphasizes cost management, cultural change, risk assessment, resource allocation, and skills tracking to increase project value, organizational efficiency, and productivity. He explores various aspects relating to planning and implementing the strategic project office, and concludes by considering how to change the organizational culture to match the new organization. Concise and easy, the book covers the many pitfalls and minefields and provide strategies to avoid them.

SCIENCE IN THE CONTEXT OF APPLICATION

Springer Science & Business Media We increasingly view the world around us as a product of science and technology. Accordingly, we have begun to appreciate that science does not take its problems only from nature and then produces technological applications, but that the very problems of scientific research themselves are generated by science and technology. Simultaneously, problems like global warming, the toxicology of nanoparticles, or the use of renewable energies are constituted by many factors that interact with great complexity. Science in the context of application is challenged to gain new understanding and control of such complexity—it cannot seek shelter in the ivory tower or simply pursue its internal quest for understanding and gradual improvement of grand theories. Science in the Context of Application will identify, explore and assess these changes. Part I considers the "Changing Conditions of Scientific Research" and part II "Science, Values, and Society". Examples are drawn from pharmaceutical research, the information sciences, simulation modelling, nanotechnology, cancer research, the effects of commercialization, and many other fields. The book assembles papers from well-known European and American Science Studies scholars like Bernadette Bensaude-Vincent, Janet Kourany, Michael Mahoney, Margaret Morrison, Hans-Jörg Rheinberger, Arie Rip, Dan Sarewitz, Peter Weingart, and others. The individual chapters are written to address anyone who is concerned about the role of contemporary science in society, including scientists, philosophers, and policy makers.

AGILE SOFTWARE DEVELOPMENT IN THE LARGE

DIVING INTO THE DEEP

Addison-Wesley This is the digital version of the printed book (Copyright © 2004). Who Says Large Teams Can't Handle Agile Software Development? Agile or "lightweight" processes have revolutionized the software development industry. They're faster and more efficient than traditional software development processes. They enable developers to embrace requirement changes during the project deliver working software in frequent iterations focus on the human factor in software development Unfortunately, most agile processes are designed for small or mid-sized software development projects—bad news for large teams that have to deal with rapid changes to requirements. That means all large teams! With Agile Software Development in the Large, Jutta Eckstein—a leading speaker and consultant in the agile community—shows how to scale agile processes to teams of up to 200. The same techniques are also relevant to teams of as few as 10 developers, especially within large organizations. Topics include the agile value system as used in large teams the impact of a switch to agile processes the agile coordination of several sub-teams the way project size and team size influence the underlying architecture Stop getting frustrated with inflexible processes that cripple your large projects! Use this book to harness the efficiency and adaptability of agile software development. Stop getting frustrated with inflexible processes that cripple your large projects! Use this book to harness the efficiency and adaptability of agile software development.

GOVERNANCE IN THE 21ST CENTURY

OECD Publishing This book explores some of the opportunities and risks - economic, social and technological - that decision-makers will have to address, and outlines what needs to be done to foster society's capacity to manage its future more flexibly and with broader participation of its citizens.

SYNTHESIZING RESEARCH

A GUIDE FOR LITERATURE REVIEWS

SAGE This text is appropriate for anyone who has taken an introductory research methods course and it includes updated coverage of report writing, validity issues, study retrieval and evaluation of research studies.

ISLAND RIVERS

FRESH WATER AND PLACE IN OCEANIA

Anthropologists have written a great deal about the coastal adaptations and seafaring traditions of Pacific Islanders, but have had much less to say about the significance of rivers for Pacific island culture, livelihood and identity. The authors of this collection seek to fill that gap in the ethnographic record by drawing attention to the deep historical attachments of island communities to rivers, and the ways in which those attachments are changing in response to various forms of economic development and social change. In addition to making a unique contribution to Pacific island ethnography, the authors of this volume speak to a global set of issues of immense importance to a world in which water scarcity, conflict, pollution and the degradation of riparian environments afflict growing numbers of people. Several authors take a political ecology approach to their topic, but the emphasis here is less on hydro-politics than on the cultural meaning of rivers to the communities we describe. How has the cultural significance of rivers shifted as a result of colonisation, development and nation-building? How do people whose identities are fundamentally rooted in their relationship to a particular river renegotiate that relationship when the river is dammed to generate hydro-power or polluted by mining activities? How do blockages in the flow of rivers and underground springs interrupt the intergenerational transmission of local ecological knowledge and hence the ability of local communities to construct collective identities rooted in a sense of place?

PRINCIPLES OF PROCESS PLANNING

A LOGICAL APPROACH

Springer Science & Business Media Process planning determines how a product is to be manufactured and is therefore a key element in the manufacturing process. It plays a major part in determining the cost of components and affects all factory activities, company competitiveness, production planning, production efficiency and product quality. It is a crucial link between design and manufacturing. There are several levels of process planning activities. Early in product engineering and development, process planning is responsible for determining the general method of production. The selected general method of production affects the design constraints. In the last stages of design, the designer has to consider ease of manufacturing in order for it to be economic. The part design data is transferred from engineering to manufacturing and process planners develop the detailed work package for manufacturing a part. Dimensions and tolerances are determined for each stage of processing of the workpiece. Process planning determines the sequence of operations and utilization of machine tools. Cutting tools, fixtures, gauges and other accessory tooling are also specified. Feeds, speeds and other parameters of the metal cutting and forming processes are determined.

PERSPECTIVES ON CORPORATE CITIZENSHIP

Routledge A number of disparate but interconnected forces such as deregulation and globalization, rapid advances in communications technology and the rise in the power of the consumer and civil society have now combined to bring corporate responsibility to prominence in many corporate boardrooms. In this information age, the ramifications of not addressing best practice in environment, workplace, marketplace and community could range from bad press coverage to complete market exclusion. These are perilous times for the social construct of modern capitalism.In today's society successful companies will increasingly be those that recognize that they have responsibilities to a range of stakeholders that go beyond compliance with the law. If in the past the focus was on enhancing shareholder value, now it is on engaging stakeholders for long-term value creation. This does not mean that shareholders are not important, or that profitability is not vital to business success, but that in order to survive and be profitable a company must engage with a range of stakeholders whose views may vary greatly. If in the past corporate social responsibility was simply seen as profitability plus compliance plus philanthropy, now responsible corporate citizenship means companies being more aware of and understanding the societies in which they operate. This means senior executives and managers being able to deal with a wide range of issues including greater accountability, human rights abuses, sustainability strategies, corporate governance codes, workplace ethics, stakeholder consultation and management.The aim and scope of Perspectives on Corporate Citizenship is to help capture and distil these and other emerging trends in terms of content, context and processes, in one concise volume. With contributions from the *crème de la crème* of leading thinkers from around the world, Perspectives on Corporate Citizenship is essential reading for students, scholars and all serious thinkers on one of the most critical issues of our time.

COMPETING FOR CAPITAL

INVESTOR RELATIONS IN A DYNAMIC WORLD

John Wiley & Sons Praise for Competing for Capital "An indispensable guide for investor relations and communication counselors alike. With more individual investors in the market than ever before, this book makes navigating the new regulatory playing field much more possible--and makes clear the path to victory." --Michael W. Robinson Director, Levick Strategic Communications; Former Director of Public Affairs and Policy, U.S. Securities and Exchange Commission (SEC); Director of Media Relations, NASD "More than simply writing a textbook on IR, Bruce Marcus shares his wealth of experience and critical viewpoint with those seeking to understand a fast-changing profession." --June Filingeri President of Comm-Partners LLC, Investor Relations Consultant, and Educator "Bruce Marcus puts some solid ground under the shifting landscape of being an investor relations professional. A must-read primer for public companies." --Robert C. Roeper Managing Director, VIMAC Ventures, LLC "As the song lyrics go, 'everything old is new again,' but this time with a vengeance. Disclosure has always been the touchstone of securities laws, but now more disclosure is required on a real-time basis with heightened accountability. Competing for Capital is a must-read for those in the securities industry, providing insights into securities markets, the information age and technology, and their impact on the job of investor relations professionals. Investors come in all shapes and sizes from around the globe, and investor relations personnel have their work cut out for them to provide clear, comprehensible, and comprehensive information, accessible to the novice and sophisticate alike. Competing for Capital shows them the way." --Donna L. Brooks, Esq. Partner, Shipman & Goodwin, LLP "Competing for Capital puts our recent turbulent financial marketplace in context, provides solid information for both new and experienced investor relations practitioners, and offers insights into the future of IR--all in Bruce Marcus's easy-reading style." --Dixie Watterson IR consultant, Communica Partners "Competing for Capital aptly illustrates how investor relations has become a major corporate responsibility in generating trust, and how the profession must realize now more than ever that the needs of investors have changed because of technology, regulation, and globalization." --Mark Kollar Managing Director, Cubitt Jacobs & Prosek

THE ECONOMICS OF STRATEGY

Wiley This comprehensive book applies modern economic principles to study a firm's strategic position. It focuses on a company's boundaries economics, transactions costs, economies of scale and scope and diversification, as well as industrial organization economics. It also covers strategic positioning and dynamics associated with internal organization.