1. **Record Nr.**   UNINA990003029150403321

   Titolo   The Coal Industry of the Eighteen Century / by Thomas Southcliffe Ashton and Joseph Sykes.

   Pubbl/distr/stampa   Manchester : Manchester University Press, 1929

   Descrizione fisica   IX, 268 p. ; 22 cm

   Disciplina   E/4.1
   F/1.402
   H/2.2211

   Locazione   SE
   S

   Collocazione   H/2.2211 ASH

   Lingua di pubblicazione   Italiano

   Formato   Materiale a stampa

   Livello bibliografico   Monografia

2. **Record Nr.**   UNINA9910337811603321

   Autore   Muñoz-Seca Beatriz

   Titolo   How to Get Things Right : A Guide to Finding and Fixing Service Delivery Problems / / by Beatriz Muñoz-Seca

   Pubbl/distr/stampa   Cham : , : Springer International Publishing : , : Imprint : Palgrave Macmillan, , 2019

   ISBN   9783030140885
   3030140881

   Edizione   [1st ed. 2019.]

   Descrizione fisica   1 online resource (205 pages) : illustrations

   Collana   IESE Business Collection, , 2947-7751

   Disciplina   658
   658.4013

   Soggetti   Business
   Management science
   Production management
   Service industries
   Technological innovations
   Knowledge management
   Tourism
   Management
   Business and Management
   Operations Management

Services
Innovation and Technology Management
Knowledge Management
Tourism Management

Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	1. The Operations Puzzle -- 2. No Hire, No Fire -- 3. Unlock Capacity to Tackle Higher Value-added Tasks -- 4. The Contribution Margin and Tribes -- 5. What Shall we Do with the Pop-ups: On-the-spot Innovations Can Create Unforseen Problems -- 6. The Five-star Constellation and Knowledge Pills -- 7. Problem-solving Tracks and Service Modules -- 8. Altogether Now: We Need Everybody's Effort Implementing the '9 Questions' Tool -- 9. Concluding Thoughts. .
Sommario/riassunto	In How to Make Things Happen, we learnt that knowledge is the fundamental driver of service efficiency. In this new book, the author follows four very different companies in the finance, gas and tourism sectors as they implement the Service Problem Driven Management Model (SPDM) to improve their operations. With real examples and plenty of practical tips, anecdotes and actionable ideas for real life implementation, this book will teach you how to: Perform a capacity analysis Implement new ideas by transforming pop-ups into prototypes Discover knowledge pills to accelerate learning Develop service modules and problem tracks Put problem solving at the heart of excellent service delivery Offering a rare insight into how to unblock service problems and the realistic challenges you will encounter along the way, this book shows you how to make things happen and more importantly, how to get themright. .