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Autore	Atkinson-Grosjean Janet
Titolo	Public science, private interests : culture and commerce in Canada's Networks of Centres of Excellence / / Janet Atkinson-Grosjean
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Nota di contenuto	Frontmatter -- Contents -- Figures and Tables -- Preface -- Abbreviations -- Introduction -- 1. Two Divides -- 2. Science Policy in Canada and the NCE Experiment -- 3. Configuring the Canadian Genetic Diseases Network -- 4. Culture and Science -- 5. From Science to Commerce -- 6. Adventures in the Nature of Trade -- 7. NCEs and the Public Interest -- Appendix A. NCE Program Funded Networks, 1989-2005 -- Appendix B. Data Collection and Analysis -- Notes -- References -- Index
Sommario/riassunto	The Networks of Centres of Excellence (NCE) program is Canada's flagship research funding initiative and a policy innovation that has been emulated by a number of other countries. The NCE program is historically significant in the political economy of Canadian research: established in 1988 by the Mulroney government, it was the first program to attach expectations of industry partnerships and commercial exploitation to funding for academic research. The

program rests on dual goals of research excellence and commercial relevance and promotes a national research capacity that 'floats across' existing academic institutions and provincial jurisdictions. Janet Atkinson-Grosjean's *Public Science, Private Interests* is the first book-length study of NCEs, and offers an assessment of the long-term impact of the erasure between public institutions and private enterprise. Atkinson-Grosjean reveals not only the cultural and commercial shifts sought by policymakers, but also unintended consequences such as regional clustering, élitism and exclusion, problems with social and fiscal accountability, tensions with host institutions, and goal displacement between science and commerce. This is a work of great importance to Canadian policy studies and particularly to science and medical research policy.

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Titolo

El-Haik Basem

Service design for six sigma [[electronic resource]] : a roadmap for

excellence / / Basem El-Haik, David M. Roy

Pubbl/distr/stampa

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Descrizione fisica

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Altri autori (Persone)

RoyDavid M. <1955->

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Soggetti

Six sigma (Quality control standard)

Total quality management

Electronic books.

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Nota di contenuto

SERVICE DESIGN FOR SIX SIGMA; CONTENTS; PREFACE; 1. Service

Design; 1.1 Introduction; 1.2 What is Quality?; 1.3 Quality Operating System and Service Life Cycle; 1.3.1 Stage 1: Idea Creation; 1.3.2 Stage 2: Voice of the Customer and Business; 1.3.3 Stage 3: Concept Development; 1.3.4 Stage 4: Preliminary Design; 1.3.5 Stage 5: Design Optimization; 1.3.6 Stage 6: Verification; 1.3.7 Stage 7: Launch Readiness; 1.3.8 Stage 8: Production; 1.3.9 Stage 9: Service Consumption; 1.3.10 Stage 10: Phase-Out; 1.3.11 Service Life Cycle and Quality Operating System; 1.4 Developments of Quality in Service 1.4.1 Statistical Analysis and Control 1.4.2 Root Cause Analysis; 1.4.3 Total Quality Management/Control Analysis; 1.4.4 Design Quality; 1.4.5 Process Simplification; 1.4.6 Six Sigma and Design For Six Sigma (DFSS); 1.5 Business Excellence: A Value Proposition?; 1.5.1 Business Operation Model; 1.5.2 Quality and Cost; 1.5.3 Quality and Time to Market; 1.6 Introduction to the Supply Chain; 1.7 Summary; 2. What Is Six Sigma; 2.1 Introduction; 2.2 What Is Six Sigma?; 2.3 Introduction to Process Modeling; 2.3.1 Process Mapping; 2.3.2 Value Stream Mapping 2.4 Introduction to Business Process Management 2.5 Measurement Systems Analysis; 2.6 Process Capability and Six Sigma Process Performance; 2.6.1 Motorola's Six Sigma Quality; 2.7 Overview of Six Sigma Improvement (DMAIC); 2.7.1 Phase 1: Define; 2.7.2 Phase 2: Measure; 2.7.3 Phase 3: Analyze; 2.7.4 Phase 4: Improve; 2.7.5 Phase 5: Control; 2.8 Six Sigma Goes Upstream-Design For Six Sigma; 2.9 Summary; 3. Introduction to Service Design for Six Sigma (DFSS); 3.1 Introduction; 3.2 Why Use Service Design for Six Sigma?; 3.3 What Is Service Design For Six Sigma?; 3.4 Service DFSS: The ICOV Process 3.5 Service DFSS: The ICOV Process In Service Development 3.6 Other DFSS Approaches; 3.7 Summary; 4. Service Design for Six Sigma Deployment; 4.1 Introduction; 4.2 Service Six Sigma Deployment; 4.3 Service Six Sigma Deployment Phases; 4.3.1 Predeployment; 4.3.2 Predeployment considerations; 4.3.3 Deployment; 4.3.3.1 Training; 4.3.3.2 Six Sigma Project Financial Aspects; 4.3.4 Postdeployment Phase; 4.3.4.1 DFSS Sustainability Factors; 4.4 Black Belt and DFSS Team: Cultural Change; 5. Service DFSS Project Road Map; 5.1 Introduction; 5.2 The Service Design For Six Sigma Team 5.3 Service Design For Six Sigma Road Map 5.3.1 Service DFSS Phase I: Identify Requirements; 5.3.1.1 Identify Phase Road Map; 5.3.1.2 Service Company Growth & Innovation Strategy: Multigeneration Planning; 5.3.1.3 Research Customer Activities; 5.3.2 Service DFSS Phase 2: Characterize Design; 5.3.3 Service DFSS Phase 3: Optimize Phase; 5.3.4 Service DFSS Phase 4: Validate Phase; 5.4 Summary; 6. Service DFSS Transfer Function and Scorecards; 6.1 Introduction; 6.2 Design mappings; 6.2.1 Functional Mapping; 6.2.2 Process Mapping; 6.2.3 Design Mapping Steps 6.3 Design Scorecards and Transfer Function

Sommario/riassunto

A roadmap to consistent, high-quality service for any organization A service is typically something created to serve a paying customer, whether internal or external. Some services consist of several processes linked together while others consist of a single process. This book introduces Design for Six Sigma (DFSS), an easy-to-master, yet highly effective data-driven method that prevents defects in any type of service process. The particular focus of this publication is service DFSS, which leads to what the authors term ""a whole quality business,"" one that takes a proactive stan

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Threats to Space assets and implications for homeland security : joint hearing before the Subcommittee on Strategic Forces of the Committee on Armed Services meeting jointly with Subcommittee on Emergency Preparedness, Response, and Communications of the Committee on Homeland Security, House of Representatives, One Hundred Fifteenth Congress, first session, hearing held March 29, 2017

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