

1. Record Nr.	UNINA9910449670303321
Titolo	QUIS 9 [[electronic resource] /] / Guest editor: Anders Gustafsson
Pubbl/distr/stampa	Bradford, England, : Emerald Group Publishing, c2005
ISBN	1-280-50876-0 9786610508761 1-84544-291-1
Descrizione fisica	1 online resource (85 p.)
Collana	International journal of service industry management ; ; v.16, no. 2
Altri autori (Persone)	GustafssonAnders
Disciplina	658.8 658.812
Soggetti	Customer services - Management Service industries Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	CONTENTS; INTERNATIONAL EDITORIAL ADVISORY BOARD; Editorial; Managing overall service quality in customer care centers; Dynamics of service attributes: a test of Kano's theory of attractive quality; Assessing behavior before it becomes behavior; Communication as an element of service value; Video-based methodology: capturing real-time perceptions of customer processes; Book review
Sommario/riassunto	This issue of International Journal of Service Industry Management is dedicated to include selected best papers presented at QUIS 9 (Quality in Services) held at Karlstad university, Sweden in 15-18 June 2004. The symposium was co-hosted by the Center for Service Leadership at Arizona State University, USA.

2. Record Nr.	UNINA9910369954303321
Titolo	Uteroscopy : A Comprehensive Contemporary Guide // edited by Bradley F. Schwartz, John D. Denstedt
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Springer, , 2020
ISBN	3-030-26649-4
Edizione	[1st ed. 2020.]
Descrizione fisica	1 online resource (XVIII, 266 p. 65 illus., 55 illus. in color.)
Disciplina	616.6 616.60754
Soggetti	Urology Minimally invasive surgery Minimally Invasive Surgery
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	The History of the Development of Ureteral Endoscopy -- Indications for Uteroscopy: Guidelines -- Flexible Ureteroscope Technology -- Radiation Safety During Surgery for Urolithiasis -- Safety and Care of Ureteroscopic Instruments -- Single-Use Flexible Ureteroscopes -- Devices for Stone Management- Ho:YAG Laser Lithotripsy -- Ureteral Access Sheaths and Irrigation Devices -- Quality of Life After Uteroscopy -- Postoperative Care of the Uteroscopy Patient -- Complications of Uteroscopy -- Management of Urolithiasis in Pregnancy -- Pediatric Uteroscopy -- Ureteroscopic Management of Upper Tract Urothelial Carcinoma -- Simulation and Uteroscopy (URS) -- Robotics and Uteroscopy.
Sommario/riassunto	This text provides a comprehensive and contemporary discussion of current indications, techniques, technology, and results in ureteroscopy from the world leaders who perform this procedure. It provides not only the latest literature and data regarding URS but also tips and tricks for the reader when performing various URS procedures. Historical prospective will link the reader with the past and provide insight as to why we have evolved into a minimally invasive specialty. Technological advancements of both flexible and rigid ureteroscopic procedures are included to provide the reader with many practical considerations when

choosing this modality for their patients. Renowned experts in the field discuss the myriad of supplemental devices that accompany URS and how best to utilize them in one's practice. Unique to this predominantly clinical text, are sections on simulation and the socioeconomics of URS that demonstrate how the student can learn and acquire techniques and skills of their own. Ureteroscopy: A Comprehensive Contemporary Guide provides its readers with a thorough and complete representation of the current state of URS and its applications and guide those interested in improving their techniques, armamentarium and horizons in this ever-changing world of minimally invasive urology.
