1. **Record Nr.**   UNINA9910799933203321

   Titolo   The Routledge companion to literature and disability / / edited by Alice Hall

   Pubbl/distr/stampa   Abingdon, Oxon ; ; New York, NY : , : Routledge, , 2020

   ISBN   1-351-69967-9
                               1-351-69968-7
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   Descrizione fisica   1 online resource (413 pages)

   Collana   Routledge companions

   Disciplina   809/.933561

   Soggetti   Disabilities in literature

   Lingua di pubblicazione Inglese

   Formato   Materiale a stampa

   Livello bibliografico   Monografia

   Nota di bibliografia   Includes bibliographical references and index.

   Nota di contenuto   Disability in indigenous literature / Siobhan Senier -- Disability in black speculative fiction / Sami Schalk -- t4t : towards a crip ethics of trans literary criticism / Cameron Awkward Rich -- Challenging photocentrism : writing signs and bilingual deaf literatures / Kristen Harmon -- "Here there be monsters" : mapping novel representations of the relationship between disability and monstrosity in recent graphic narratives and comic books / Chris Foss -- Spectrality, strangeness and stigmaphilia : gothic and critical disability studies / Sara Wasson -- Contemporary horror and disability : adaptations and active readers / Petra Kuppers -- From "changelings" to "libtards" : intellectual disability in the eighteenth century and beyond / D. Christopher Gabbard -- Crip gothic : affiliations of disability and queerness in Horace Walpole's The Castle of Otranto (1764) / Jason Farr -- "Of wonderful use to everyone" : disability and the marriage plot in the nineteenthcentury novel / Clare Walker Gore -- Afro-modernism and black disability studies / Jess Waggoner -- "What's the matter with him?" : Intellectual disability, Jewishness, and stereotype in Bernard Malamud's "Idiots First" / Howard Sklar -- Metaphorical medicine : disability in anglophone Indian diction / Stephanie Yorke -- Disability and contemporary literature : antinormative narratives of embodiment / David Mitchell -- Poet and beggar : Edmund White's Blindness / Vanessa Warne -- Deafness and modernism / Rebecca Sanchez -- The "fury of loving joyfully" : Amelia

Rosselli's War variations / Elizabeth Leake -- Getting there : pain poetics and Canadian literature / Shane Neilson -- Disability in contemporary poetry / Johanna Emeney -- Disability poetry : testing the waters of definition / Michael Northen -- Canadian disability dramaturgies / Kirsty Johnston -- Disability and the American stage musical / Samuel Yates -- Of scapegoats and men : Shane Meadow's Dead man's shoes and the politics of learning disability / Anna Harpin -- Disability, drama, and the problem of intersectional invisibility / Ann M. Fox -- Puppets, players and the poetics of vulnerability : Hijinx's Meet Fred and new directions in the theatres of learning disability / Matt Hargrave -- Sex, death, and the welfare check : rhythms of disability and sexuality in David Wojnarowicz's Close to the knives / Leon J. Hilton -- Disability, narrative, embodied aesthetics and cross-media arts / Stella Bolaki -- A grammar of touch : interdependencies of person, place, thing / Shannon Walters -- Psychographics : graphic memoirs and psychiatric disability / Elizabeth J. Donaldson -- Challenging the neurotypical : autism, contemporary literature and digital textualities / Hannah Tweed.

| Sommario/riassunto | The Routledge Companion to Literature and Disability brings together some of the most influential and important contemporary perspectives in this growing field. The book traces the history of the field and locates literary disability studies in the wider context of activism and theory. It introduces debates about definitions of disability and explores intersectional approaches in which disability is understood in relation to gender, race, class, sexuality, nationality and ethnicity. Divided broadly into sections according to literary genre, this is an important resource for those interested in exploring and deepening their knowledge of the field of literature and disability studies. |

2. Record Nr.	UNINA9910438250703321
Autore	Rajola Federico
Titolo	Customer relationship management in the financial industry : organizational processes and technology innovation / / Federico Rajola
Pubbl/distr/stampa	Berlin ; ; New York, : Springer, c2013
ISBN	3-642-35554-4
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (186 p.)
Collana	Management for professionals
Disciplina	332.10688
Soggetti	Customer relations - Management
	Financial institutions - Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Introduction -- 1. IT is Business: Some Emerging Reflections an IT Governance of CTM Projects -- 2. The Theoretical Framework of CRM -- 3. CRM Project Organization in the Financial Industry -- 4. CRM 2-0 in the Financial Industry.- 5. The Organization of Data Warehouse Activities -- 6. Organization of Knowledge Discovery and Customer Insight Activities -- 7. Data Mining Techniques -- 8. The Evolution of Customer Relationship and Customer Value -- 9. Main Benefits and Organizational Impacts of CRM within the Bank -- 10. Data Mining Systems supporting the Marketing Functions: The Experience of Banca Monte dei Pachi di Siena -- 11. Conclusion.
Sommario/riassunto	An integrated view of IT and business processes through extended IT governance allows financial institutions to innovate operations which improve business and organizational performance. However, financial institutions still face challenges with CRM systems in delivering expected results due to lack of complete business integration. Increased exchange of knowledge between customers and the amount of such data available is steadily becoming a challenge for companies, especially in extending internal systems to global information systems with the purpose to collect and update data on a global scale. In this book, Prof. Rajola analyses different aspects of CRM systems taking both an organizational and a technological perspective. He adopts a theoretical framework to unpack issues associated with the need for companies to integrate operations and

business processes. The emphasis is then drawn to development of effective CRM (and CRM 2.0) initiatives by making use of illustrative case studies of successful CRM systems implementation in the financial industry. The framework adopted in this book can be used by both scholars and managers to evaluate the interdependencies between operations, business processes, and CRM systems.   .   .