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| 1. | Record Nr. | UNINA9910460601203321 |
| | Titolo | HBO's Girls and the awkward politics of gender, race, and privilege / / edited by Elwood Watson, Jennifer Mitchell and Marc Edward Shaw ; contributors, Jocelyn L. Bailey [and seven others] |
| | Pubbl/distr/stampa | Lanham, Maryland : , : Lexington Books, , 2015 ©2015 |
| | ISBN | 1-4985-1262-3 |
| | Descrizione fisica | 1 online resource (211 p.) |
| | Disciplina | 305.23082 |
| | Soggetti | Girls - Psychology Girls - Social life and customs Electronic books. |
| | 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 at the end of each chapters and index. |
| | Sommario/riassunto | This book studies the HBO program Girls from multiple perspectives by comparing the series to similar programs from decades past as well as to the show's contemporaries in the present. By examining the show through the lenses of gender, race, sexuality, and culture. This book synthesizes and analyzes many of the most pressing issues that have surfaced in a show that has firmly etched itself in the fabric of early twenty-first century popular culture. |

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| 2. Record Nr. | UNINA9910136898803321 |
| Autore | Kurvinen Matti <1961-> |
| Titolo | Warranty fraud management : reducing fraud and other excess costs in warranty and service operations / / Matti Kurvinen, Ilkka Toyryla, D. N. Prabhakar Murthy |
| Pubbl/distr/stampa | Hoboken, [New Jersey] : , : Wiley, , 2016 ©2016 |
| ISBN | 1-119-23974-5 1-119-23970-2 |
| Edizione | [1st edition] |
| Descrizione fisica | 1 online resource (402 pages) |
| Collana | Wiley & SAS Business Series THEi Wiley ebooks |
| Classificazione | COM021030 |
| Disciplina | 658.4/73 |
| Soggetti | Quality of products Warranty Products liability Sales management |
| Lingua di pubblicazione | Inglese |
| Formato | Materiale a stampa |
| Livello bibliografico | Monografia |
| Note generali | Bibliographic Level Mode of Issuance: Monograph |
| Nota di bibliografia | Includes bibliographical references and index. |
| Nota di contenuto | Machine generated contents note: Foreword Preface Acknowledgments About the Author(s) Chapter 1: OverviewAppendices Chapter 2: Products and Product Warranty Chapter 3: Warranty Servicing Chapter 4: Warranty Costs Chapter 5: Warranty Management Chapter 6: Warranty Fraud Chapter 7: Warranty Control Framework Chapter 8: Customer Fraud Management Chapter 9: Service Agent Fraud Management Chapter 10: Fraud Management with Other Parties Chapter 11: Structures Influencing Warranty Fraud Chapter 12: Implementing a Warranty Control Framework Chapter 13: Epilogue Appendix A: Detailed Claim Data Appendix B: Agency Theory Appendix C: Game Theory Glossary ACRONYMS References Index. |
| Sommario/riassunto | "Cut warranty costs by reducing fraud with transparent processes and balanced control Warranty Fraud Management provides a clear, practical framework for reducing fraudulent warranty claims and other excess costs in warranty and service operations. Packed with actionable guidelines and detailed information, this book lays out a system of |

efficient warranty management that can reduce costs without upsetting the customer relationship. You'll dig into the whole spectrum of warranty fraud, from simple sloppy procedures to systematic organized crime, and get to know the fraudulent parties, the victims, as well as the objectives and methods of the fraudulent activities in different scenarios. You'll learn how to implement controls to detect and reduce fraudulent claims and decrease the overall warranty costs. The impact of fraudulent claims is plainly spelled out alongside detailed descriptions of typical symptoms and process gaps present in diverse companies. A comprehensive, multi-modal framework for robust warranty management is presented as a template for revamping your own company's strategy. Fraudulent warranty claims occupy an estimated 5-15 percent of the average company's warranty costs, which generally average between 1-4 percent of sales. Many companies are unaware of the issue or struggle to take action against the claims for fear of upsetting business partners, or because they lack tangible evidence. This book details a robust warranty control framework that institutes transparency and control over the whole warranty chain&mdash;supporting the process far beyond just fraud reduction. Understand the different actors (customers, service agents, warranty providers, etc.) and different forms of warranty fraud Uncover issues in your company's warranty processes Learn methods to detect and prevent fraudulent activities Implement a robust system of warranty cost control Warranty fraud is a major cost-control issue for most companies, but the sensitive nature of the topic leaves most reluctant to share their experiences and divulge their strategies. Warranty Fraud Management brings warranty fraud out into the open, and provides a clear, actionable framework for cost-savings through fraud reduction" -- Provided by publisher.

"Warranty Fraud Management provides practical guidelines that help companies save money through reduction of fraudulent warranty claims and overbilling. For a typical manufacturing company the warranty cost varies between 1-4% of sales, so warranty cost as such is an important factor. For companies with outsourced warranty service we have seen fraudulent claims and overpayments extending to over 50% of the total warranty cost. Warranty Fraud Management will highlight the methods of fraud, ways to uncover issues and the importance of continuous improvement of the controls to keep up with the continuously evolving misbehavior. On the other hand, setting-up too rigid controls or warranty terms can impact customer satisfaction and increases overall cost in the warranty chain. The book will increase general awareness of warranty fraud -- how fraud is done, the impact of the problem, typical symptoms and process gaps we have seen in diverse companies. Additionally, it will provide a comprehensive framework for a solid warranty management capability -- there is no single silver bullet to tackle the problem but several areas need to be covered. The spectrum of warranty fraud is very wide, so the right type of actions also differs in different cases"-- Provided by publisher.