1.	Record Nr.	UNINA9910463029903321
	Autore	Field Joy M
	Titolo	Designing service processes to unlock value [[electronic resource] /] / Joy M. Field
	Pubbl/distr/stampa	[New York, N.Y.] (222 East 46th Street, New York, NY 10017), : Business Expert Press, 2012
	ISBN	1-283-89506-4
		1-60649-305-1
	Edizione	[1st ed.]
	Descrizione fisica	1 online resource (218 p.)
	Collana	Service systems and innovations in business and society collection
	Disciplina	658.812
	Soggetti	Customer services
		Electronic books.
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Note generali	Part of: 2012 digital library.
	Nota di bibliografia	Includes bibliographical references (p. 127-134) and index.
	Nota di contenuto	1. Introduction -- 2. The changing nature of service processes -- 3. Value co-creation in service processes -- 4. Knowledge-intensive services -- 5. Unlocking capabilities -- References -- Index.
	Sommario/riassunto	The service process design landscape is changing, with many of the previous limitations disappearing on how and by whom services are delivered. Opportunities for new service design configurations are being supported, to a large extent, by technology-enabled innovations; many tasks previously performed by the service provider may now be performed by either the customer or the service provider. As a result, customers are playing a more active role in the service process, not only through self-service but also by providing information to the service provider to create a more personalized service experience. Designing Service Processes to Unlock Value explores how service processes can be designed to leverage the expanding range of opportunities for service providers and customers to co-create value. Readers will learn about frameworks for value co-creation and models for designing all types of service processes, as well as the unique challenges of designing knowledge-intensive services. And with the growing number of alternatives for designing service processes and determining who performs the various service tasks, service performance outcomes are increasingly dependent on the knowledge,

skills, and abilities (KSAs)-- that is, capabilities--of both service providers and customers. Thus, the book concludes with approaches to unlock these capabilities--and further boost value co-creation.

2.

Record Nr.	UNINA9910154795303321
Autore	Adamson Thomas K. <1970->
Titolo	Ships / / by Thomas K. Adamson
Pubbl/distr/stampa	Bellwether Media
ISBN	1-68103-338-0
Disciplina	623.82
Soggetti	Ships
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Sommario/riassunto	"Relevant images match informative text in this introduction to ships. Intended for students in kindergarten through third grade"--

3.

Record Nr.	UNINA9910286354503321	
Titolo	2018 Systems of Signal Synchronization, Generating and Processing in Telecommunications : 4-5 July 2018, Minsk, Belarus / / Institute of Electrical and Electronics Engineers	
Pubbl/distr/stampa	Piscataway, New Jersey : , : Institute of Electrical and Electronics Engineers, , 2018	
ISBN	1-5386-6474-7	
Descrizione fisica	1 online resource (144 pages)	
Disciplina	621.38	
Soggetti	Signal theory (Telecommunication) Synchronization Signal processing	
Lingua di pubblicazione	Inglese	
Formato	Materiale a stampa	
Livello bibliografico	Monografia	