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Nota di contenuto	Cover -- Title Page -- Copyright Page -- Contents -- Foreword -- Preface -- About the Authors -- Introduction: Why Data Analytics is Important -- Why This Book Has Been Written -- How This Book Is Structured -- Business Question -- Data Acquisition -- Data Preparation -- Data Analysis -- Business Decision -- What Tools Are Used -- Activating and Using MS Excel's Analysis ToolPak -- Downloading and Using MS Power BI -- Downloading and Using R and R Studio -- What Is Provided -- Which Cases Should I Study? -- References -- List of Figures and Tables -- Chapter 1 Introduction to Data Analytics and Data Science -- Components of Data Analytics -- Big Data and its Relationship to Data Analytics -- Data Analytics - The Foundation for Data Science and Artificial Intelligence -- Practice -- Phases of Data Analytics -- Business Question -- Data Acquisition -- Data Preparation -- Data Analysis -- Business Decision -- Analytical Story Telling -- Deploying Analytics Tools -- Practice -- Competencies of a Data Scientist -- Competencies Needed in Data Analytics Phases -- Key Roles of Today's Managers and Leaders -- References -- List of

Figures and Tables -- Chapter 2 Customer Domain - Customer Analytics -- Why Customer Analytics? -- Listen to the Voice of Your Existing Customers -- Understanding Customer Expectations -- Studying the Complete Customer Experience -- Designing Customer Surveys -- Determine the Purpose of your Survey -- Use Proven Questionnaires -- Use Proven Scales -- Test Your Survey Questionnaire -- Decide on the Distribution of the Questionnaire -- Select an Appropriate Timing for your Survey -- Begin with the End in Mind -- Some More Considerations -- Conclusion -- Practice -- Case 1: Great, We Have Improved . . . or Not? -- The Problem with Sampling -- Understanding Confidence Intervals -- Means Are Lies -- Business Question.

Data Collection -- Data Processing -- Data Analysis -- Business Decision -- Analytical Storytelling -- What If We Had All The Data? -- Deploying Analytics Tools -- Practice -- Case 2: What Drives our Patient Satisfaction? -- Patient Satisfaction in an Outpatient Clinic -- Business Question -- Data Acquisition -- Data Preparation -- Data Analysis -- Business Decision -- Analytical Storytelling -- Practice -- Deploying Analytics Tools -- Case 3: How to Create a Patient Satisfaction Dashboard -- Deciding about Metrics to Illustrate our Clinic Performance -- Building a Clinic Dashboard with MS Power BI and R -- Using MS Power BI for Analytical Storytelling -- Conclusion -- Practice -- References -- List of Figures and Tables -- Chapter 3 Process Domain - Operations Analytics -- Why Operations Analytics? -- Dimensions of Operations Analytics -- Process Design Using Analytics -- Defining Measures for Analytics -- Process Management Using Analytics -- Process Improvement Using Analytics - The Power of DMAIC -- Roles and Deployment of Operations Analytics -- Conclusion -- Practice Questions -- Case 4: Which Supplier has the Better Product Quality? -- Business Question -- Data Acquisition -- Data Analysis -- Business Decision -- Deploying Analytics Tools -- Practice -- Case 5: Why Does Finance Pay Our Vendors Late? -- Business Question -- Data Acquisition -- Data Preparation -- Data Analysis -- Business Decision -- Deploying Analytics Tools -- Practice -- Case 6: Why Are We Wasting Blood? -- Business Question -- Data Acquisition -- Data Preparation -- Data Analysis -- Business Decision -- Deploying Analytics Tools -- Practice -- References -- List of Figures and Tables -- Chapter 4 Workforce Domain - Workforce Analytics -- Why Workforce Analytics? -- Why has the topic "workforce analytics" developed into a priority? -- Dimensions of Workforce Analytics. Putting Workforce Analytics into Practice -- Using Descriptive and Predictive Workforce Analytics in Workforce Planning -- Workforce Planning for Transactional Processes -- Workforce Planning for Less Transactional Processes -- Workforce Planning from the Workforce Perspective -- Getting the Intent Right -- a) Connect HR Data and Business Outcomes -- b) Determine Information Needed and Collect Data -- c) Analyse the Data -- d) Derive and Formulate a Business Answer - Tell a Story -- Workforce Analysts' Paradise is Employees' Nightmare - Managing the Change -- Summary -- Practice -- Case 7: Do We Have Enough People to Run Our Organisation? - Workforce Planning Inside-Out -- Data Acquisition and Data Wrangling -- Understanding the Demand Pattern -- Predicting a Potential Future Problem -- Understanding the Activity Pattern -- Planning the Workforce -- "Fighting Variation" -- Rethinking and Innovating the Process -- Conclusion -- Practice -- Deploying Analytics Tools -- Case 8: What Makes Our Staff Innovate? -- Business Question -- Data Acquisition -- Data Preparation -- Data Analysis -- Business Decision and Storytelling -- Deploying Analytics Tools -- Background -- Case 9:

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Nota di contenuto	Handbook of Adhesion Second Edition; Contents; Preface to the second edition; Preface to the first edition; Introduction; List of articles - alphabetical; List of articles - classified; List of contributors; Handbook entries; A; B; C; D; E; F; G; H; I; J; L; M; N; O; P; R; S; T; U; V; W; X; Appendix; Index
Sommario/riassunto	This second edition of the successful Handbook of Adhesion provides concise and authoritative articles covering many aspects of the science and technology associated with adhesion and adhesives. It is intended to fill a gap between the necessarily simplified treatment of the student textbook and the full and thorough treatment of the research monograph and review article. The articles are structured in such a way, with internal cross-referencing and external literature references, that the reader can build up a broader and deeper understanding, as their needs require. This second editio