

1. Record Nr.	UNINA9910798705803321
Autore	Field Joy M.
Titolo	Designing service processes to unlock value / / Joy M. Field
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2017
Edizione	[Second edition.]
Descrizione fisica	1 online resource (151 pages)
Collana	Service systems and innovations in business and society collection, , 2326-2699
Disciplina	658.812
Soggetti	Customer services
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Co-published with The Center for Services Leadership (CSL).
Nota di bibliografia	Includes bibliographical references (pages 133-147) 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 -- Notes -- 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--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. The 2nd edition of Designing Service Processes to Unlock Value includes new and updated examples of technology-enabled innovations that provide unprecedented flexibility in service process design and continue to transform how service providers and customers co-produce services. At the same time, readers will see how these innovations can have important--and sometimes surprising--impacts on the nature of the benefit and cost trade-offs and synergies that determine value co-creation.

2. Record Nr.	UNINA9910955534303321
Titolo	Women as political leaders : studies in gender and governing // edited by Michael A. Genovese, Janie S. Steckenrider
Pubbl/distr/stampa	New York, N.Y. : , : Routledge, , 2013
ISBN	1-136-33584-6 1-136-33585-4 0-203-12290-9
Edizione	[1st ed.]
Descrizione fisica	1 online resource (377 p.)
Collana	Leadership: Research and Practice Series
Altri autori (Persone)	GenoveseMichael A SteckenriderJanie S. <1954->
Disciplina	306.2082
Soggetti	Women heads of state Women - Political activity
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.
Nota di contenuto	""Cover""; ""WOMEN AS POLITICAL LEADERS""; ""Title Page""; ""Copyright Page""; ""Table of Contents""; ""Series Foreword""; ""Preface""; ""About the Editors""; ""About the Contributors""; ""Chapter 1 Introduction: Women as Political Leaders: Does Gender Matter?""; ""Chapter 2 Managing Softly in Turbulent Times: Corazon C. Aquino, President of the Philippines""; ""Chapter 3 Gro Harlem Brundtland of Norway""; ""Chapter 4 Benazir Bhutto and Dynastic Politics: Her Fathera€s Daughter, Her Peoplea€s Sister""; ""Chapter 5 Women in Power in

Nicaragua: Myth and Reality"

"Chapter 6 Indira Gandhi and the Exercise of Power""Chapter 7 Golda Meir: A Very Public Life"; "Chapter 8 Ma Ellena€?The Iron Lady of Liberia: Evaluating Ellen Johnson Sirleafa€?s Presidency"; "Chapter 9 Angela Merkel: From Serendipity to Global Success"; "Chapter 10 a €œPerA³nismaa€?: Isabel PerA³n and the Politics of Argentina"; "Chapter 11 Margaret Thatcher and the Politics of Conviction Leadership"; "Chapter 12 Why No Madame President?: Gender and Presidential Politics in the United States"; "Chapter 13 Conclusion: Women as Political Leaders: What Do We Know?" "Author Index""Subject Index"

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## Sommario/riassunto

In this new volume in the Leadership: Research and Practice series , the editors and expert contributors provide a clearer understanding of the impact of gender on political leadership by examining the lives and careers of women who became heads of government.

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