

1. Record Nr.	UNINA9910456222803321
Titolo	Low Impact Development 2010 [[electronic resource]] : redefining water in the city // edited by Scott Struck, Keith H. Lichten
Pubbl/distr/stampa	Reston, Va., : American Society of Civil Engineers, c2010
ISBN	0-7844-7339-0
Descrizione fisica	1 online resource (1766 p.)
Altri autori (Persone)	StruckScott D LichtenKeith H
Disciplina	628.21
Soggetti	Runoff - Management Urban runoff - Management Sustainable development Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"Proceedings of the 2010 International Low Impact Development Conference, April 11-14, 2010, San Francisco, California. Sponsored by Low Impact Development Technical Committee, Urban Water Resources Research Council, Environmental and Water Resources Institute (EWRI) of the American Society of Civil Engineers."
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	""Table of Contents""; ""A National Assessment of Rainwater Harvesting: Challenges, Needs, and Recommendations""; ""Demonstration and Monitoring of Rainwater Harvesting Technology in North Carolina""; ""Do Rainwater Harvesting Objectives of Water Supply and Stormwater Management Conflict?""; ""Rainwater Harvesting from Roofs for Non-Potable Reuse""; ""Advances in LID BMP Design Methods Lessons Learned""; ""A Methodology for using Rainwater Harvesting as a Stormwater Management BMP"" ""ASCE EWRI Permeable Pavement Technical Committee Introduction of Committee Goals and Chapter 1 of Guidelines Design Considerations Common to All Permeable Pavements""""Best Practices for Maximum Beneficial Use of Rainwater""; ""Considerations in Selecting a (Bio) filtration Media to Optimize Lifespan and Pollutant Removal""; ""Estimation of Green Roof Evaptranspiration Experimental Results""; ""Impact of Maintenance and (Im)Properly Sizing Bioretention on Hydrologic and Water Quality Performance""; ""In Situ Bioretention

Design Concept""

""Introduction to Permeable Friction Course (PFC) Asphalt""""

Maintenance and Repair Options for Pervious Concrete""; ""Measure Twice, Build Once: Bench-Scale Testing to Evaluate Bioretention Media Design""; ""Permeable Pavement Demonstration at the Edison Environmental Center""; ""Permeable Pavement Performance Over 3 Years of Monitoring""; ""Pervious Asphalt Roads and Parking Lots: Stormwater Design Considerations""; ""Pervious Concrete Testing Methods""; ""Pervious Pavement Systems in Florida Research Results"" ""Replacing Incised Headwater Channels and Failing Stormwater Infrastructure with Regenerative Stormwater Conveyance""""The Urban Green BioFilter: An Innovative Tree Box Application""; ""Case Studies""; ""Case Study of LID Application and Design Method Rain Harvesting for Waterscape and Water Balance Analysis""; ""Creating an LID Environment in an Ultra Urban Setting""; ""Effects of Minimum-Intervention-Design to Urban Waterfront Park in China: An application of POE""; ""Green Infrastructure for CSO Control In Kansas City, Missouri""

""Implementing Low Impact Development for Sustainable Transportation Infrastructure in King County, Washington""""Integrated Stormwater Facility Design to Address Hydromodification on a College Campus, Livermore, California""; ""Brickyard Park and Ride Case Study: Pervious Asphalt and Integrated Site Stormwater Design""; ""Roadside Stormwater Master Plan Using Low Impact Development (LID)""; ""Using Landscape Plants for Phytoremediation""; ""Management, Design, and Development of Irrigation System in Desert Regions Case Study: Bagh-E-Shazdeh (Prince Garden)""

""Coast to Coast, Integration of Stormwater Management with the Urban Landscape/Impacts on Organizational Culture""

2. Record Nr.	UNINA9910958633003321
Autore	Pupo Raul
Titolo	America's service meltdown : restoring service excellence in the age of the customer // Raul Pupo
Pubbl/distr/stampa	Santa Barbara, Calif., : Praeger/ABC-CLIO, c2010
ISBN	0-313-38603-X
Edizione	[1st ed.]
Descrizione fisica	1 online resource (193 p.)
Disciplina	658.8/12
Soggetti	Customer services - United States Customer relations - United States
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 (p. [155]-160) and index.
Nota di contenuto	Intro -- America's Service Meltdown: Restoring Service Excellence in the Age of the Customer -- Contents -- Preface -- Introduction -- I. Leadership from the Top -- Leadership in the Service and Information Age -- Buggy-Whip Accounting Is Obsolete -- Industrial-Age Myopia Is Not Dead by a Long Shot -- What to Look for in a Customer-Focused Leader -- Where to Find a Customer-Focused Leader? -- What Customer-Focused Leaders Must Do -- A Customer Focus versus a Blurred Vision -- The Principal Leadership Challenge: Overcoming Inertia -- Streamlining the Organization for a Customer Focus -- Leaders Must Live Their Own Mandate -- The Greatest Service Story Ever Told -- Coming Full Circle -- II. A Customer Focus Trumps All Other Strategies -- The Winds of Change Favor the Customer -- Strategic Planning Cannot Yield Strategy -- Strategic Planning Is All about Control -- Finding the Customer's Voice -- Customer Survey Design and Administration -- Bring in the Planners -- No Customer, No Strategy -- Ignoring the Customer Is Fraught with Peril -- III. The Service Ethic -- What Is Ethical Behavior? -- Ethics in Business -- Regulation Is Not a Proxy for Ethical Behavior -- The Service Ethic in Action -- Service Is a Non-Zero-Sum Game -- Customers Are First -- Quality as an Ethical Standard -- Service: Quality versus Quantity -- Customers as Partners -- A Partnership Can Be Sabotaged by Legalisms -- Communication: A Key Weapon of the Ethical Provider -- Customers from Hell! -- Service Is Not Surrender -- Is This the End of Personal

Service? -- IV. Power to the Front Line -- Frontline Skills That Make a Difference -- Vetting the Frontline Worker's Background -- Aligning Frontline Performance to the Service Ethic -- Supporting the Front Line with Education and Training -- Deploying Computer Systems That Inform the Front Line.

Business to Business: Enter Service Management -- The Customer Account Manager -- Account Manager in Name Only -- Service Leverage Comes from the Front Line -- Everyone Works for the Customer -- V. Musings on the Economics of Service -- Service as a Differentiating Strategy -- Customer Satisfaction and Profitability -- Service Quality, Value, and Price -- Quo Vadis Customer Satisfaction? -- Survey, Survey, Survey -- Customer Satisfaction versus Customer Loyalty -- J. D. Power, Where Have You Been? -- Considerations in Customer Acquisition and Retention -- Don't Fire That Customer-Yet! -- Poor Service Places a Heavy Tax on Business -- Purchasing as a Competitive Sport -- Auctions in Reverse -- Outsourcing: Improved Service or Economy? -- What's Service Got to Do with It? -- Epilogue -- Notes -- Index.

Sommario/riassunto

In this book, an entrepreneur and CEO of a major technology company shares original service concepts that will enable any company to keep customers coming back. What distinguishes America's Service Meltdown: Restoring Service Excellence in the Age of the Customer is its striking originality and applicability to businesses of nearly every type and size. Based on the author's extensive personal and professional experience, the book offers a straightforward, no nonsense model that clearly explains how to organize the modern enterprise for the delivery of service excellence. Customer-oriented companies can operate more effectively, Raul Pupo argues, by focusing on the critical success factors of service: leadership that unequivocally believes they are in business to serve the customer; a business-planning process centered around the customer; an organizational ethic of service up and down the ranks; and an empowered, motivated, and competent frontline organization. Readers will discover what it takes to serve customers superbly, how excellent customer service profoundly improves profitability, and how to identify the biggest obstacles to good service. Most importantly, they will be rewarded with concrete instructions that will enable them to deliver topnotch customer service every step of the way.
