

1. Record Nr.	UNINA9910691338703321
Autore	Woods Paul F
Titolo	Concentrations and loads of cadmium, lead, zinc, and nutrients measured during the 1999 water year within the Spokane River basin, Idaho and Washington [[electronic resource] /] / by Paul F. Woods ; prepared in cooperation with the U.S. Environmental Protection Agency
Pubbl/distr/stampa	Boise, ID : , : U.S. Dept. of the Interior, U.S. Geological Survey, , 2001
Collana	Open-file report ; ; 00-441
Soggetti	Water quality - Spokane River Watershed (Idaho and Wash.) Cadmium - Environmental aspects - Spokane River Watershed (Idaho and Wash.) Lead - Environmental aspects - Spokane River Watershed (Idaho and Wash.) Zinc - Environmental aspects - Spokane River Watershed (Idaho and Wash.) Nutrient pollution of water - Spokane River Watershed (Idaho and Wash.)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Title from PDF title screen (viewed on Mar. 22, 2004).
Nota di bibliografia	Includes bibliographical references.

2. Record Nr.	UNINA9910736017503321
Autore	Bruhn Manfred
Titolo	Quality Management for Services : Handbook for Successful Quality Management. Principles – Concepts – Methods // by Manfred Bruhn
Pubbl/distr/stampa	Berlin, Heidelberg : , : Springer Berlin Heidelberg : , : Imprint : Springer, , 2023
ISBN	3-662-67032-1
Edizione	[1st ed. 2023.]
Descrizione fisica	1 online resource (645 pages)
Disciplina	658.562
Soggetti	Service industries Industries Customer relations—Management Services Customer Relationship Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Basics of quality management for services -- Analysis of service quality -- Planning and control of quality management for services -- Implementation of quality management for services -- Quality controlling for services.
Sommario/riassunto	This book provides assistance for ensuring and increasing service quality. Manfred Bruhn presents a holistic, scientifically based approach to quality management for services, which is consistently oriented to the management process with the phases of analysis, planning, control, implementation and controlling of quality management. Core parts of the book are procedures for measuring service quality, instruments for controlling quality and expectation management, the implementation of quality management based on ISO 9000 ff. standards as well as the EFQM model, and comprehensive quality controlling to ensure effectiveness and efficiency. In the previous editions to date, the work has evolved into a handbook and can be used as a reference work for the various topics of quality management for services. Individual topics of quality management or the respective chapters can be worked through independently of each other. The contents Principles of quality

management for services Analysis of service quality Planning and control of quality management for services Implementation of quality management for services Quality controlling for services The author Prof. Dr. Dr. h.c. mult. Manfred Bruhn is Professor of Business Administration, in particular Marketing and Corporate Management, at the Faculty of Business and Economics of the University of Basel (Switzerland) and Honorary Professor at the Technical University of Munich (Germany). The translation was done with the help of artificial intelligence. A subsequent human revision was done primarily in terms of content.

3. Record Nr.	UNISANNIOSBL0533650
Autore	Franchini-Stappo, Alessandro
Titolo	Fatti esogeni e previsioni economiche : studi sull'economia degli Stati Uniti / Alessandro Franchini Stappo
Pubbl/distr/stampa	Napoli, : Morano, 1966
Descrizione fisica	257 p. : ill. ; 25 cm.
Collana	Collana di studi di politica economica e finanziaria / Centro italiano di studi finanziari
Disciplina	330.9
Soggetti	Economia - Previsioni
Collocazione	POZZO LIB.F. PARRAVICINI 274
Lingua di pubblicazione	Italiano
Formato	Materiale a stampa
Livello bibliografico	Monografia