Export-Import Theory, Practices, and Procedures is the first book on the market to truly serve the needs of the academic/professional audience, going beyond the usual soft coverage of international trade operations. Discussing theoretical issues in depth, such as the role of exports/imports in the global economy and pertinent regulatory and policy issues, this innovative text offers comprehensive explorations of import processes as well as export activities and incorporates the most relevant and current research information in these areas. New to this edition are important discussions of trends in regional integration agreements, international transfer pricing, terms of sale, US export regulations, export financing programs, and more Expanded coverage in this edition of topics such as taxation of international trade operations, export counseling, export channels of distribution, export sales contracts, transportation, import procedures and techniques and more Other topics include: Exploration of trade agreements such as the GATT/WTO, NAFTA, and the European Economic Community (EEC), and how they affect trade In-depth treatment of investment and intellectual property policies, rules on government procurements, safeguard, and services of NAFTA Documentation, risks, and different forms of insurance, as well as assessing the risks of foreign trade Price setting in international trade, export sales contracts, exchange rates, methods of payment for exporting and importing goods, the benefits and theories of countertrade, the entry process for imports, and import relief to domestic industry Export–Import Theory, Practices, and Procedures, Second Edition combines an innovative conceptual and theoretical approach, a deep and broad analytical treatment, and an engaging and accessible presentation style to offer one of the most useful textbooks on the market for students and practitioners alike. Further instructors' materials can be accessed via www.nova.edu/~seyoum

Theories of the Policy Process provides a forum for the experts in the most established and widely used theoretical frameworks in policy process research to present the basic propositions, empirical evidence, latest updates, and the promising future research opportunities of each framework. This well-regarded volume covers such enduring classics as Multiple Streams (Zahariadis et al.), Punctuated Equilibrium (Jones et al.), Advocacy Coalition Framework (Jenkins-Smith et al.), Institutional Analysis and Development Framework (Schlager and Cox), and Policy Diffusion (Berry and Berry), as well as two newer theories—Policy Feedback (Mettler and SoRelle) and Narrative Policy Framework (McBeth et al.). The fourth edition now includes a discussion of global and comparative perspectives in each theoretical chapter and a brand-new chapter that explores how these theories have been adapted for, and employed in, non-American and non-Western contexts. An expanded introduction and revised conclusion fully examines and contextualizes the history, trajectories and functions of public policy research. Since its first publication in 1999, Theories of the Policy Process has been, and remains, the quintessential gateway to the field of policy process research for students, scholars and practitioners.
Designed as a capstone for a post-secondary office procedures course, PROCEDURES AND THEORY FOR ADMINISTRATIVE PROFESSIONALS, 6e prepares students for success in today's dynamic workplace. Administrative professionals must be able to adjust to a diversified workforce with emerging technologies and be prepared to function in an expanding and global marketplace. This text equips users to handle whatever workplace challenges may come their way by providing instruction and activities directed toward technology, communication, and human relations. Its emphasis on critical thinking, creative thinking, and lifelong learning provides readers with opportunities for unique solutions and ideas. The sixth edition includes a host of new topics, ranging from business etiquette and e-commerce to globalization and security, and is packed with career tips, professional points, and critical-thinking activities. Both comprehensive and practical, PROCEDURES AND THEORY FOR ADMINISTRATIVE PROFESSIONALS, 6e is an excellent resource for students seeking entry-level assistant positions, preparing for promotion opportunities, or transitioning to a job of greater responsibility. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

A thorough reference on database administration outlines a variety of DBA roles and responsibilities and discusses such topics as data modeling and normalization, database/application design, change management, database security and data integrity, performance issues, disaster planning, and other essentials. Original. (Advanced)

The Fifteenth Edition of this trusted text focuses on preparing students for employment in today's increasingly dynamic, digital, and global environment. The authors emphasize helping students to understand employers' expectations; build confidence; and develop the knowledge and skills necessary to become strong, competent employees and leaders. THE ADMINISTRATIVE PROFESSIONAL: TECHNOLOGY AND PROCEDURES, Fifteenth Edition, features updated content, an appealing design, an abundance of practical applications, and a new MindTap website to enhance learning and engage students right from the start. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Alex Rogo is a harried plant manager working ever more desperately to try and improve performance. His factory is rapidly heading for disaster. So is his marriage. He has ninety days to save his plant - or it will be closed by corporate HQ, with hundreds of job losses. It takes a chance meeting with a colleague from student days - Jonah - to help him break out of conventional ways of thinking to see what needs to be done. Described by Fortune as a 'guru to industry' and by Businessweek as a 'genius', Eliyahu M. Goldratt was an internationally recognized leader in the development of new business management concepts and systems. This 20th anniversary edition includes a series of detailed case study interviews by David Whitford, Editor at Large, Fortune Small Business, which explore how organizations around the world have been transformed by Eli Goldratt's ideas. The story of Alex's fight to save his plant contains a serious message for all managers in industry and explains the ideas which underline the Theory of Constraints (TOC) developed by Eli Goldratt. Written in a fast-paced thriller style, The Goal is the gripping novel which is transforming management thinking throughout the Western world. It is a book to recommend to your friends in industry - even to your bosses - but not to your competitors!

RECORDS MANAGEMENT, Tenth Edition, provides a comprehensive introduction to the complex field of records management. The text features sound principles of records and information management that include the entire range of records—physical (paper), image records, and electronic media used in computerized systems. Part I, Records and Information Management, provides thorough coverage of alphabetic filing rules, as well as methods of storing and retrieving alphabetic, subject, numeric, and geographic records. The rules agree with the latest standard filing guidelines presented by ARMA International. Part II, Electronic Records Management, introduces electronic records file management as well as classifying electronic files using metadata, taxonomies, and file plans; and the use of magnetic, optical and solid state media through the phases of the records management life cycle. A new chapter introduces Enterprise Content Management (ECM) and describes how Microsoft SharePoint is used in Records Management. Part III, RIM Program Administration, delves into the records and information management (RIM) program components and guidelines; with expanded coverage of information governance, social media, and the records and information manager's responsibilities. In addition to content based on ARMA International standards and best practices, the text features realistic database activities, profiles of real-world professionals, and practical advice and examples to prepare students for career success. The Tenth Edition features extensive updates, including a restructuring of the chapters to reflect the growing
importance of electronic records management. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

PROCEDURES AND THEORY FOR ADMINISTRATIVE PROFESSIONALS, 7TH EDITION prepares students seeking entry-level assistant positions or who are transitioning to a job with greater responsibility. Instruction and activities target new technology and build communication and human relation skills. Emphasis on critical thinking, creative problem solving, and professional development prepare students for challenges they will face in today's global market place. The seventh edition has been reorganized to offer more thorough coverage of key topics ranging from new technologies, the changing workplace, leadership, and personal finance. This text is packed with professional pointers, technology, and practical activities that prepare students for success in today's global workplace. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Getting the right diagnosis is a key aspect of health care - it provides an explanation of a patient's health problem and informs subsequent health care decisions. The diagnostic process is a complex, collaborative activity that involves clinical reasoning and information gathering to determine a patient’s health problem. According to Improving Diagnosis in Health Care, diagnostic errors—ineaccurate or delayed diagnoses—persist throughout all settings of care and continue to harm an unacceptable number of patients. It is likely that most people will experience at least one diagnostic error in their lifetime, sometimes with devastating consequences. Diagnostic errors may cause harm to patients by preventing or delaying appropriate treatment, providing unnecessary or harmful treatment, or resulting in psychological or financial repercussions. The committee concluded that improving the diagnostic process is not only possible, but also represents a moral, professional, and public health imperative. Improving Diagnosis in Health Care a continuation of the landmark Institute of Medicine reports To Err Is Human (2000) and Crossing the Quality Chasm (2001) finds that diagnosis—and, in particular, the occurrence of diagnostic errors—has been largely unappreciated in efforts to improve the quality and safety of health care. Without a dedicated focus on improving diagnosis, diagnostic errors will likely worsen as the delivery of health care and the diagnostic process continue to increase in complexity. Just as the diagnostic process is a collaborative activity, improving diagnosis will require collaboration and a widespread commitment to change among health care professionals, health care organizations, patients and their families, researchers, and policy makers. The recommendations of Improving Diagnosis in Health Care contribute to the growing momentum for change in this crucial area of health care quality and safety.

In the United States, some populations suffer from far greater disparities in health than others. Those disparities are caused not only by fundamental differences in health status across segments of the population, but also because of inequities in factors that impact health status, so-called determinants of health. Only part of an individual’s health status depends on his or her behavior and choice; community-wide problems like poverty, unemployment, poor education, inadequate housing, poor public transportation, interpersonal violence, and decaying neighborhoods also contribute to health inequities, as well as the historic and ongoing interplay of structures, policies, and norms that shape lives. When these factors are not optimal in a community, it does not mean they are intractable: such inequities can be mitigated by social policies that can shape health in powerful ways. Communities in Action: Pathways to Health Equity seeks to delineate the causes of and the solutions to health inequities in the United States. This report focuses on what communities can do to promote health equity, what actions are needed by the many and varied stakeholders that are part of communities or support them, as well as the root causes and structural barriers that need to be overcome.

Environmental justice is the concept that minority and low-income individuals, communities and populations should not be disproportionately exposed to environmental hazards, and that they should share fully in making the decisions that affect their environment. This volume examines the sources of environmental justice law and how evolving regulations and court decisions impact projects around the country.

To support the broadening spectrum of project delivery approaches, PMI is offering A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition as a bundle with its latest, the Agile Practice Guide. The PMBOK® Guide – Sixth Edition now contains
detailed information about agile; while the Agile Practice Guide, created in partnership with Agile Alliance®, serves as a bridge to connect waterfall and agile. Together they are a powerful tool for project managers. The PMBOK® Guide – Sixth Edition – PMI’s flagship publication has been updated to reflect the latest good practices in project management. New to the Sixth Edition, each knowledge area will contain a section entitled Approaches for Agile, Iterative and Adaptive Environments, describing how these practices integrate in project settings. It will also contain more emphasis on strategic and business knowledge—including discussion of project management business documents—and information on the PMI Talent Triangle™ and the essential skills for success in today's market. Agile Practice Guide has been developed as a resource to understand, evaluate, and use agile and hybrid agile approaches. This practice guide provides guidance on when, where, and how to apply agile approaches and provides practical tools for practitioners and organizations wanting to increase agility. This practice guide is aligned with other PMI standards, including A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition, and was developed as the result of collaboration between the Project Management Institute and the Agile Alliance.

From bestselling writer David Graeber—"a master of opening up thought and stimulating debate" (Slate)—a powerful argument against the rise of meaningless, unfulfilling jobs…and their consequences. Does your job make a meaningful contribution to the world? In the spring of 2013, David Graeber asked this question in a playful, provocative essay titled “On the Phenomenon of Bullshit Jobs.” It went viral. After one million online views in seventeen different languages, people all over the world are still debating the answer. There are hordes of people—HR consultants, communication coordinators, telemarketing researchers, corporate lawyers—whose jobs are useless, and, tragically, they know it. These people are caught in bullshit jobs. Graeber explores one of society’s most vexing and deeply felt concerns, indicting among other villains a particular strain of finance capitalism that betrays ideals shared by thinkers ranging from Keynes to Lincoln. “Clever and charismatic” (The New Yorker), Bullshit Jobs gives individuals, corporations, and societies permission to undergo a shift in values, placing creative and caring work at the center of our culture. This book is for everyone who wants to turn their vocation back into an avocation and "a thought-provoking examination of our working lives" (Financial Times).

Can blockchain solve your biggest business problem? While the world is transfixed by bitcoin mania, your competitors are tuning out the noise and making strategic bets on blockchain. Your rivals are effortlessly tracking every last link in their supply chains. They're making bureaucratic paper trails obsolete while keeping their customers' data safer and discovering new ways to use this next foundational technology to sustain their competitive advantage. What should you be doing with blockchain now to ensure that your business is poised for success? "Blockchain: The Insights You Need from Harvard Business Review" brings you today's most essential thinking on blockchain, explains how to get the right initiatives started at your company, and prepares you to seize the opportunity of the coming blockchain wave. Business is changing. Will you adapt or be left behind? Get up to speed and deepen your understanding of the topics that are shaping your company's future with the Insights You Need from Harvard Business Review series. Featuring HBR's smartest thinking on fast-moving issues--blockchain, cybersecurity, AI, and more--each book provides the foundational introduction and practical case studies your organization needs to compete today and collects the best research, interviews, and analysis to get it ready for tomorrow. You can't afford to ignore how these issues will transform the landscape of business and society. The Insights You Need series will help you grasp these critical ideas--and prepare you and your company for the future.

This handbook for administrative assistants and secretaries covers such topics as telephone usage, keeping accurate records, making travel arrangements, e-mail, using the Internet, business documents, and language usage.

PROCEDURES AND THEORY FOR ADMINISTRATIVE PROFESSIONALS, 7TH EDITION prepares students seeking entry-level assistant positions or who are transitioning to a job with greater responsibility. Instruction and activities target new technology and build communication and human relation skills. Emphasis on critical thinking, creative problem solving, and professional development prepare students for challenges they will face in today's global market place. The seventh edition has been reorganized to offer more thorough coverage of key topics ranging from new technologies, the changing workplace, leadership, and personal finance. This text is packed with professional pointers,
technology, and practical activities that prepare students for success in today's global workplace. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Never HIGHLIGHT a Book Again! Virtually all of the testable terms, concepts, persons, places, and events from the textbook are included. Cram101 Just the FACTS101 studyguides give all of the outlines, highlights, notes, and quizzes for your textbook with optional online comprehensive practice tests. Only Cram101 is Textbook Specific. Accompanys: 9780538730525

Pamphlet is a succinct statement of the ethical obligations and duties of individuals who enter the nursing profession, the profession's nonnegotiable ethical standard, and an expression of nursing's own understanding of its commitment to society. Provides a framework for nurses to use in ethical analysis and decision-making.

While there is a widespread belief that some people are born to lead, the existence of an 'ideal manager' is almost entirely a myth. Basic skills - the ones that most employees can learn - are often more important than personality traits. In Skills of an Effective Administrator, Robert L. Katz identifies the three fundamental abilities companies should seek to develop in their managers. Find out for yourself how these vital skills can be put to work today. Since 1922, Harvard Business Review has been a leading source of breakthrough ideas in management practice. The Harvard Business Review Classics series now offers you the opportunity to make these seminal pieces a part of your permanent management library. Each highly readable volume contains a groundbreaking idea that continues to shape best practices and inspire countless managers around the world.

Completely revised for the new edition, this powerful resource gives students hands-on practice working with chapter topics in real-world settings. The new workbook includes additional resume samples, self-assessment tools for personal development, stress management, time management, and a survey on ethics.

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged.

Explains how Billy Beene, the general manager of the Oakland Athletics, is using a new kind of thinking to build a successful and winning baseball team without spending enormous sums of money.

Provides the final report of the 9/11 Commission detailing their findings on the September 11 terrorist attacks.

An award-winning professor of economics at MIT and a Harvard University political scientist and economist evaluate the reasons that some nations are poor while others succeed, outlining provocative perspectives that support theories about the importance of institutions.
Preparing students for real-world practice, MACHINE TRANSCRIPTION AND DICTATION, 6E provides an abundance of practice for developing the listening, keying, and formatting skills required to transcribe business documents. It also helps students sharpen their business English proficiency. English Skills Reviews and Applications in each chapter emphasize grammar, capitalization, word usage, spelling, and proofreading skills inherent within the documents to be transcribed. Realistic documents represent various fields of employment. Packaged with the textbook, a Transcription CD includes all the dictation plus Express Scribe and Windows Media Player software, enabling students to use a foot pedal, mouse, or keypad to advance through the documents. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. Packages Access codes for Pearson's MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental books If you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codes Access codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase. -- Extends beyond a typical resume/job search text to seamlessly emphasize the relationship between resume development, job search skills, and human relations. Professionalism: Skills for Workplace Success was developed with input from industry leaders, it addresses topics students need to know when transitioning from campus to the workplace using case examples, activities, exercises, online video, and an interactive website. Updated to reflect the latest in technology tools and the business climate, this third edition sets the standard by skillfully merging self-management topics, workplace basics, relationships and career planning tools.

The anthrax incidents following the 9/11 terrorist attacks put the spotlight on the nation’s public health agencies, placing it under an unprecedented scrutiny that added new dimensions to the complex issues considered in this report. The Future of the Public’s Health in the 21st Century reaffirms the vision of Healthy People 2010, and outlines a systems approach to assuring the nation’s health in practice, research, and policy. This approach focuses on joining the unique resources and perspectives of diverse sectors and entities and challenges these groups to work in a concerted, strategic way to promote and protect the public’s health. Focusing on diverse partnerships as the framework for public health, the book discusses: The need for a shift from an individual to a population-based approach in practice, research, policy, and community engagement. The status of the governmental public health infrastructure and what needs to be improved, including its interface with the health care delivery system. The roles nongovernment actors, such as academia, business, local communities and the media can play in creating a healthy nation. Providing an accessible analysis, this book will be important to public health policy-makers and practitioners, business and community leaders, health advocates, educators and journalists.

Logistics is the ideal book for Bachelor students of logistics, providing a solid foundation as well as a practical guide. In modular and clear form, it explains key concepts, principles, and practices of logistics. Learning objectives as well as several case studies are integrated into each chapter. It features chapters on Principles of Logistics; Logistics Systems; Transport Systems and Logistics Services; Warehousing, Handling and Picking Systems; Inventory, Stock and Provisioning Management; Logistics Network Planning; IT in Logistics; and Logistics Controlling. In addition, the second fully updated German edition has been extended by the chapters Logistics Infrastructure and Investment and Financing in Logistics. “This book offers, in a very clear and concise manner, access to fundamental management topics of modern logistics. Well-chosen case studies serve to illustrate best practice solutions.” Professor Peter Klaus, member of Logistics Hall of Fame "This new textbook facilitates a comprehensive and easy-to-grasp insight into the complex subject area of logistics. The authors have succeeded in presenting a good mix of theoretical foundation and practical application. Due to its clear structure and extensive range of topics, this book is highly suitable not only for students, but also for practitioners.” Bernhard Simon, Managing Director, DACHSER GmbH &
Though the revised edition of A Theory of Justice, published in 1999, is the definitive statement of Rawls's view, so much of the extensive literature on Rawls's theory refers to the first edition. This reissue makes the first edition once again available for scholars and serious students of Rawls's work.

An updated guide to designing buildings that heat with the sun, cool with the wind, and light with the sky. This fully updated Third Edition covers principles of designing buildings that use the sun for heating, wind for cooling, and daylight for natural lighting. Using hundreds of illustrations, this book offers practical strategies that give the designer the tools they need to make energy efficient buildings. Hundreds of illustrations and practical strategies give the designer the tools they need to make energy efficient buildings. Organized to quickly guide the designer in making buildings respond to the sun, wind and light.

True or false? In selling high-value products or services: 'closing' increases your chance of success; it is essential to describe the benefits of your product or service to the customer; objection handling is an important skill; open questions are more effective than closed questions. All false, says this provocative book. Neil Rackham and his team studied more than 35,000 sales calls made by 10,000 sales people in 23 countries over 12 years. Their findings revealed that many of the methods developed for selling low-value goods just don't work for major sales. Rackham went on to introduce his SPIN-Selling method. SPIN describes the whole selling process: Situation questions Problem questions Implication questions Need-payoff questions SPIN-Selling provides you with a set of simple and practical techniques which have been tried in many of today's leading companies with dramatic improvements to their sales performance.

The Public Administration Theory Primer explores how the science and art of public administration is definable, describable, replicable, and cumulative. The authors survey a broad range of theories and analytical approaches—from public institutional theory to theories of governance—and consider which are the most promising, influential, and important for the field. This book paints a full picture of how these theories contribute to, and explain, what we know about public administration today. The third edition is fully revised and updated to reflect the latest developments and research in the field including more coverage of governments and governance, feminist theory, emotional labor theory, and grounded research methodology. Expanded chapter conclusions and a brand-new online supplement with sample comprehensive exam questions and summary tables make this an even more valuable resource for all public administration students.

Patient-centered, high-quality health care relies on the well-being, health, and safety of health care clinicians. However, alarmingly high rates of clinician burnout in the United States are detrimental to the quality of care being provided, harmful to individuals in the workforce, and costly. It is important to take a systemic approach to address burnout that focuses on the structure, organization, and culture of health care. Taking Action Against Clinician Burnout: A Systems Approach to Professional Well-Being builds upon two groundbreaking reports from the past twenty years, To Err Is Human: Building a Safer Health System and Crossing the Quality Chasm: A New Health System for the 21st Century, which both called attention to the issues around patient safety and quality of care. This report explores the extent, consequences, and contributing factors of clinician burnout and provides a framework for a systems approach to clinician burnout and professional well-being, a research agenda to advance clinician well-being, and recommendations for the field.

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