

## 1: E-book - Wikipedia

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## 2: calibre - E-book management

*Book Description - ISBN (38 Pages) This free eBook describes five theories that deal with team motivation and commitment. Each of these can help you to evaluate the various factors that affect the productivity of the people in your team.*

Book Description - ISBN 42 Pages This free eBook describes six key principles for problem solving that all successful managers should know. Problems are an inevitable consequence of business and the following techniques will help you to identify and resolve them in a structured way. Chapter 1 - Root Cause Analysis Problems and issues occur in every organization. For these to be properly resolved then the underlying causes of those problems or issues needs to be identified and fixed. Organizations that conduct root cause analysis will see both long and short-term improvements occur. This analysis tool is ideal for teasing out the root cause of complex problems and finding a timely and workable resolution. This important concept allows corrections to be introduced preventing its recurrence in the future. This enables you to have a better understanding and appreciation of the problem and the best way to resolve it for the organization to benefit. In this example, you know what the problem is and can start to develop solutions based on the underlying causes that you determine in your analysis and research. Chapter 5 - Interrelationship diagrams Managers in large complex corporations cannot keep up-to-date with every facet of its organization. So when needing to solve problems they will use Interrelationship diagram ID to visualize exactly how a number of issues relate to one another within their organization. They are easy to use and extremely flexible so they can be used in a wide variety of situations. Chapter 6 - Barriers to Problem Solving These barriers are things that prevent individuals from identifying a practical resolution to a problem. They are often referred to as - cognitive blocks “ how we think and feel “ as well as, physical and social blocks. Every individual has their own specific cognitive blocks and these affect which of the barriers they will encounter. Being aware of problem solving barriers helps us identify the best tools and techniques to use in our, or team, problem solving activities to remove such pitfalls. How to use Root Cause Analysis to tease out the root cause of complex problems and finding a timely and workable resolution. How to use the Five Whys method to get to the root cause of any problem you face. How to use Cause and Effect Analysis to identify possible causes of a problem and to sort ideas into useful categories. How to use Interrelationship Diagrams to visualize exactly how a number of issues relate to one another. How to avoid cognitive blocks that impede the ability to correctly solve problems. Recommended by What is Root Cause Analysis? Organizations often respond to problems with short-term solutions that require staff to repeat the same tasks over and over again without addressing the underlying problem. If this is to be avoided then root cause analysis should be a systemic process that is ingrained into the culture of an organization. Root cause analysis involves five steps: The process is often met with resistance because it has the potential to expose mistakes made by people inside the organization. Without the commitment of everyone involved, this is a method of analysis that will fail to yield results. Soft systems methodology SSM is an approach to business process modelling that can be used both for general problem solving and in the management of change. The primary use of SSM is in the analysis of complex situations where there are divergent views about the definition of the problem. SSM is a seven stage process: Enter situation considered problematical, express the problem situation, formulate root definitions of relevant systems of purposeful activity, build conceptual models of the systems named in the root definitions, comparing models with real world situations, define possible changes which are both possible and feasible, and take action to improve the problem situation. What is the Five Whys? Each answer forms the basis of the next question. There is anecdotal evidence that five iterations are usually needed to get to the root of the problem. It is important that investigators do not stop at symptoms, but rather go on to identify the lower-level root causes. The technique cannot be used to find causes that the investigators can not imagine. In other words, it is dependent on their knowledge and experience. What is Cause and Effect Analysis? They are commonly used in product design and quality defect prevention to identify potential factors causing an overall effect. Each cause or reason for imperfection is a source of variation. Causes are usually grouped into major categories to identify these

sources of variation. The 5 Ms used in manufacturing industry are: The 8 Ps used in marketing industry are: The 4 Ss used in service industry are: What are Interrelationship Diagrams? Interrelationship diagrams ID show how different issues are related to one another and help identify which issues are causing problems and which are a result of other issues. A diagram consists of a set of circles representing each issue to be considered organized in a radial pattern on the page. Connecting lines between the boxes indicate relationship with arrows showing the direction of the relationship. There are 5 steps involved in an interrelationship diagram analysis: Identify the problem, identify the issues, connect the issues, analyse the relationships, solve the problem. Although they do not identify detailed reasons for the problem, interrelationship diagrams allow causes and effects to be clearly seen. Common barriers to problem solving are cognitive blocks that impede the ability to correctly solve problems. These can be perceptual, emotional, intellectual, expressive, environmental, and cultural. Everybody has cognitive blocks, and each person will have different types and at different intensities. Five of the most common are: Confirmation Bias arises when the approach taken is to confirm a preconceived solution. Mental Set results from reusing what has been successful in the past, rather than assessing and evaluating the problem. Functional Fixedness comes from people thinking that an object has only one function. Unnecessary Constraints links to trying to solve a problem using previous experience of what has worked in a situation and trying to force it to work in the current situation, rather than looking for a new solution. Irrelevant Information is often caused by people diverging from the problem itself, onto other topics they feel are related or presenting too much information. These barriers can be removed by awareness of the pitfalls in problem solving, and training in how to use a problem solving method correctly.

## 3: Free Project Management Books : PDF Download

*Book Description - ISBN (42 Pages) This free eBook describes six key principles for problem solving that all successful managers should know. Problems are an inevitable consequence of business and the following techniques will help you to identify and resolve them in a structured way.*

Terminology[ edit ] A woman reading an e-book on an e-reader. E-books are also referred to as "ebooks", "eBooks", "Ebooks", "e-Books", "e-journals", "e-editions" or as "digital books". The devices that are designed specifically for reading e-books are called "e-readers", "ebook device" or "eReaders". History[ edit ] The Readies [ edit ] Some trace the idea of an e-reader that would enable a reader to view books on a screen to a manifesto by Bob Brown , written after watching his first " talkie " movie with sound. He titled it The Readies, playing off the idea of the "talkie". Nevertheless, Brown predicted the miniaturization and portability of e-readers. Schuessler relates it to a DJ spinning bits of old songs to create a beat or an entirely new song as opposed to just a remix of a familiar song. Some notable candidates include the following: Her idea was to create a device which would decrease the number of books that her pupils carried to school. The final device would include audio recordings, a magnifying glass, a calculator and an electric light for night reading. However, this work is sometimes omitted; perhaps because the digitized text was a means for studying written texts and developing linguistic concordances, rather than as a published edition in its own right. All these systems also provided extensive hyperlinking , graphics, and other capabilities. Van Dam is generally thought to have coined the term "electronic book", [18] [19] and it was established enough to use in an article title by Thus in the Preface to Person and Object he writes "The book would not have been completed without the epoch-making File Retrieval and Editing System Hart [ edit ] Despite the extensive earlier history, several publications report Michael S. Hart as the inventor of the e-book. Seeking a worthy use of this resource, he created his first electronic document by typing the United States Declaration of Independence into a computer in plain text. Early implementations[ edit ] After Hart first adapted the Declaration of Independence into an electronic document in , Project Gutenberg was launched to create electronic copies of more texts - especially books. Detailed specifications were completed in FY 82, and prototype development began with Texas Instruments that same year. Four prototypes were produced and delivered for testing in Tests were completed in Harkins and Stephen H. In , Sony launched the Data Discman , an electronic book reader that could read e-books that were stored on CDs. One of the electronic publications that could be played on the Data Discman was called The Library of the Future. The scope of the subject matter of these e-books included technical manuals for hardware, manufacturing techniques, and other subjects. Comparison of e-book formats Reading an e-book on public transit As e-book formats emerged and proliferated,[ citation needed ] some garnered support from major software companies, such as Adobe with its PDF format that was introduced in Different e-reader devices followed different formats, most of them accepting books in only one or a few formats, thereby fragmenting the e-book market even more. Due to the exclusiveness and limited readerships of e-books, the fractured market of independent publishers and specialty authors lacked consensus regarding a standard for packaging and selling e-books. In the late s, a consortium formed to develop the Open eBook format as a way for authors and publishers to provide a single source-document which many book-reading software and hardware platforms could handle. Focused on portability, Open eBook as defined required subsets of XHTML and CSS ; a set of multimedia formats others could be used, but there must also be a fallback in one of the required formats , and an XML schema for a "manifest", to list the components of a given e-book, identify a table of contents, cover art, and so on. Google Books has converted many public domain works to this open format. Unofficial and occasionally unauthorized catalogs of books became available on the web, and sites devoted to e-books began disseminating information about e-books to the public. Consumer e-book publishing market are controlled by the "Big Five". The "Big Five" publishers include: In , libraries began offering free downloadable popular fiction and non-fiction e-books to the public, launching an E-book lending model that worked much more successfully for public libraries. In early , NLM started PubMed Central , which provides full-text e-book versions of many medical journal articles and books,

through cooperation with scholars and publishers in the field. Pubmed Central now provides archiving and access to over 4. However, some publishers and authors have not endorsed the concept of electronic publishing, citing issues with user demand, copyright piracy and challenges with proprietary devices and systems. This survey found significant barriers to conducting interlibrary loan for e-books. This means the library does not own the electronic text but that they can circulate it either for a certain period of time or for a certain number of check outs, or both. When a library purchases an e-book license, the cost is at least three times what it would be for a personal consumer. However, some studies have found the opposite effect for example, Hilton and Wikey [47] Archival storage[ edit ] The Internet Archive and Open Library offer more than six million fully accessible public domain e-books. Project Gutenberg has over 52, freely available public domain e-books. Dedicated hardware readers and mobile software[ edit ] See also: Comparison of e-book readers The BEBook e-reader An e-reader, also called an e-book reader or e-book device, is a mobile electronic device that is designed primarily for the purpose of reading e-books and digital periodicals. An e-reader is similar in form, but more limited in purpose than a tablet. In comparison to tablets, many e-readers are better than tablets for reading because they are more portable, have better readability in sunlight and have longer battery life. Roberto Busa begins planning the Index Thomisticus. Hart types the US Declaration of Independence into a computer to create the first e-book available on the Internet and launches Project Gutenberg in order to create electronic copies of more books. This vast amount of data could be fit into something the size of a large paperback book, with updates received over the "Sub-Etha". Franklin Computer released an electronic edition of the Bible that was read on a stand-alone device. It was later tested on a US aircraft carrier as replacement for paper manuals. Rigamonti design and create the first e-reader, called Incipit, as a thesis project at the Polytechnic University of Milan. The popular format for publishing e-books changed from plain text to HTML. This e-reader, with expandable storage, could store up to , pages of content, including text, graphics and pictures. Oxford University Press offered a selection of its books available as e-books through netLibrary. Comiskey and Jonathan D. Albert are granted US patents related to displaying electronic books, these patents are later used in the displays for most e-readers. A digitized version of the Gutenberg Bible was made available online at the British Library. BooksOnBoard becomes first retailer to sell e-books for iPhones. Amazon releases the Kindle 2 that included a text-to-speech feature. Amazon releases the Kindle DX that had a 9. Amazon released the Kindle for PC application in late , making the Kindle Store library available for the first time outside Kindle hardware.

## 4: Management ebooks

*Management books. Our free management books will guide you through the wealth of theory and practicalities of effective management! Whether you are looking for strategic planning or project management books, this is the place to look.*

Advanced Field Solutions Title: The Service Manager Handbook About: One of the most detailed and comprehensive resources to be published for the field service industry this year. This excellent eBook covers an exhaustive range of topics to help you get to grips with managing your mobile workforce, improving productivity, increasing efficiency and improving your bottom line. Download the white paper by clicking here

Overview: Intelligence on your business and its status, not to mention the highest levels of customer service, is absolutely pivotal to survival in tough trading times and even the savviest players need to ensure they have the right tools in play to keep up with their rivals. They need to keep their finger on the pulse on many different aspects of the running of the organisation from innovating ideas, investing in IT, and seeking and exploring opportunities for further growing the business. Having the power to access critical data across all areas of your service business, make informed instant decisions and manage your operation “ from the first inception of the call all the way to its happy conclusion “ will highlight the strong players from the weak. If you want to make your business stand out from the crowd in and beyond, having the correct systems and processes in place will need to be a high priority on your agenda. Modelling the perfect profitable client “ In an effort to maintain business viability “ and keep your engineers working out in the field “ some field service businesses may be tempted to take on clients with narrow profit margins. However, to build a sustainable business, you need to focus on the jobs, contracts and clients that are most profitable, rather than trying to be all things to all clients. Turning work away is never easy to do, but it can also free up your expensive resources to focus on where they can bring best return. Your service management solution should give you the advantage of arming you with the evidence and information you need. Scheduling Challenges “ Scheduling your field engineers is undoubtedly one of your core key performance indicators KPIs , central to your business profitability, and a key target on which your staff are measured. Get it right and the chances are the business will be highly successful. Get it wrong and the consequences can be disastrous. However many UK service businesses find big savings, both in terms of costs and time, simply through getting the properly skilled technician to the job with the minimum of fuss. So when scheduling your field resources, it is key to get it right. Empowering your workforce “ Your engineers are the public face of your business. In many cases, they may be the only representative of your company that the customer ever sees. Your reputation, spread by word of mouth or increasingly through social media and online reviews, is founded on the experience your customers have of your engineers. Consider ways to free your service team from the routine drudgery that saps their time and motivation, and empower them to be more productive and efficient. Typically, customer service is impacted by a combination of factors that result in the customer not getting what they want, when they want it. So what can service businesses do to really ensure that what you are delivering is adding genuine value to your clients? And what can you do to ensure your value-add is fully recognised by the client? Having access to accurate information on the actual cost of similar past projects, contracts and large installations helps to ensure that future bid costs and resource requirements are accurately assessed. There are many factors that will determine the price of the bid to the client. This is quite often the main focus when putting the estimate together, with the cost and resources that are needed to deliver the contract not always being fully considered at the bid stage. Without formal systems in place, many service organisations find it difficult, time consuming, if not impossible to compile this historical information. Unleashing cash flow “ To maintain a healthy cash flow, it is important not to tie up cash unnecessarily in stock. Getting a hold on your stock is a sure-fire way of gaining significant savings in cost and time. If your organisation handles stock, you will be all too aware of the dangers of stock piling. Having cash tied up in stock is a dangerous tactic when cash flow is so important. Your service management systems should give you the power to analyse stock history, so you can recognise trends and fluctuations to ensure that stock levels fall within the desired

optimum range and anticipate demand at peak times. Turning data into insight “ Having distinct performance mechanisms in place enables management to recognise and react to emerging trends, whether positive or negative. Without these, performance may be overlooked in areas that could be optimised and yield greater return. To effectively track, monitor and evaluate success to ensure your business is growing in a sustained way, a best practice method needs to be adopted. It is vital to identify which KPIs align to your business success. Standard service management KPIs include: Without pro-actively monitoring KPIs, service management businesses are vulnerable to problems that can seriously undermine both performance and profitability. For example, a company that does not regularly monitor sales margins could discover at year-end a repeated mistake that has cost thousands.

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Changing Organizations, Leadership vs. Rohan Sahani and Prof. It will concentrate on modern analytical approaches and on enduring successful strategic practices. It is consciously designed with a technological and global outlook since this orientation in many ways highlights the significant emerging trends in strategic management. Students will be introduced to concepts and tools to analyze work and leadership experiences in optional undergraduate fieldwork projects. John Carroll and Prof. Li Tao Online NA Pages English This note introduces you to behavioral science theories, methods, and tools and provides opportunities to use and apply them to problems you will encounter in your work and career. The course material will begin with an overview of work and organizations in modern industrial society, and then examine individual behavior, move to behavior in groups or teams, and finally discuss organizations as a whole. Also reviews the quantitative models and theoretical tools underlying some of the customer-driven operational practices of these cutting-edge companies. Neal Hartman Online NA Pages English This note introduces interactive oral and interpersonal communication skills critical to leaders, including strategies for presenting to a hostile audience, running effective and productive meetings, active listening, and contributing to group decision-making. Mohammed Jaffer and Prof. James Orlin and Dr. Ebrahim Nasrabadi Online NA Pages English This course note introduces students to the theory, algorithms, and applications of optimization. The optimization methodologies include linear programming, network optimization, integer programming, and decision trees. Applications to logistics, manufacturing, transportation, marketing, project management, and finance. Includes a team project in which students select and solve a problem in practice. Saylor Academy Online NA Pages English The text provides an overview of project management and uses the industry standard definitions of the divisions of project management knowledge as described by the Project Management Institute PMI to provide grounding in traditional project management concepts. It addresses most of the major areas covered in and introductory information technology management course. Technology and the Modern Enterprise, Strategy and Technology: Fast Fashion from Savvy Systems, Netflix: Several graphic displays in each chapter that summarize key concepts in a visually appealing format 2: Rich, illustrative examples drawn from companies that are relevant to many students. Major topics covered includes: Understanding the nature of services, Aligning service strategy and service competitiveness, service design, development and automation, Managing human resource in services, Service quality, Service facility design and facility location, Demand management in services, Capacity management or supply management in services, Managing waiting lines and queuing models, Service inventory and supply chain management.

**6: Resource: eBook: The Service Management Handbook – Field Service News |**

*This section contains free e-books and guides on Management and Leadership, some of the resources in this section can be viewed online and some of them can be downloaded.*

These theories describe two contrasting models of workforce motivation that form the basis for two different managerial styles. Theory X stresses the importance of strict supervision, external rewards, and penalties. Theory X management style supposes that the average employee has little to no ambition, shies away from work or responsibilities, and is individual-goal oriented. Theory Y highlights the motivating role of job satisfaction and encourages workers to approach tasks without direct supervision. In reality, both can be right, given the circumstances, the employees in question, and the structure of the company as a whole. The factors that promote satisfaction include: Those that contribute to dissatisfaction include: In this theory, it is proposed that job satisfaction and dissatisfaction are actually two separate things that are not that closely related. The key to eliminating dissatisfaction is to strip away as many of the frustrating and counterproductive elements out of the workplace as possible. Increasing satisfaction can best be achieved by recognizing effort and spreading responsibility as much as possible including providing opportunities for professional development.

What are the Three Component Model of Commitment? The three-component model of commitment was created to argue that commitment has three different components that correspond with different psychological states. The three components are: Affection for the job, fear of loss, and a sense of obligation to stay. Affection for a job stems not just from the actual work itself, but also from the culture of the business as a whole and the people to make up the business. Fear of loss can extend to beyond financial concerns and include the loss of friendships that they have developed while working for the organization. Even if they are not particularly happy with their job, or if they feel like better opportunities might be waiting out there somewhere to be explored, an employee could choose to stay for no other reason than simple loyalty. All three components influence the length of time that employees stay with organisations. What is most important for organisations is to recognise each type of commitment in employees, and to aim to encourage affection for the job and the organization.

Expectancy theory is about the mental processes regarding choice, and explains the processes that an individual undergoes to make choices. It explains that individuals can be motivated towards goals if they believe that; there is a positive correlation between efforts and performance, the outcome of a favorable performance will result in a desirable reward that satisfies their need enough to make the effort worthwhile. Vroom uses the variables Expectancy, Instrumentality and Valence to account for this. Instrumentality is the belief that a person will receive a reward if the performance expectation is met. Valence is the value an individual places on the rewards of an outcome. This theory emphasizes the needs for organizations to relate rewards directly to performance and to ensure that the rewards provided are those rewards deserved and wanted by the recipients. Those five needs, in order from bottom to top, are: Physiological needs are the physical requirements for human survival. According to Maslow, humans need to feel a sense of belonging and acceptance among their social groups. Esteem presents the typical human desire to be accepted and valued by others. Maslow describes this level as the desire to accomplish everything that one can, to become the most that one can be. When working in a job that has little to no limits on what can be accomplished, self-actualization will feel like an attainable goal.

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### 8: Principles of Management (ebook) by Ellen A. Benowitz |

*The ebook is for Agile development teams and their Scrum Masters who want to explore and learn from the authors' "dogfooding" experiences and their continuous adaptation of software requirements management.*

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