

business processes, and learning and growth--offer a balance between short-term and long-term objectives, between outcomes desired and performance drivers of those outcomes, and between hard objective measures and softer, more subjective measures. In the first part, Kaplan and Norton provide the theoretical foundations for the Balanced Scorecard; in the second part, they describe the steps organizations must take to build their own Scorecards; and, finally, they discuss how the Balanced Scorecard can be used as a driver of change.

Design a complete Voice over IP (VoIP) or traditional PBX system with Asterisk, even if you have only basic telecommunications knowledge. This bestselling guide makes it easy, with a detailed roadmap that shows you how to install and configure this open source software, whether you're upgrading your existing phone system or starting from scratch. Ideal for Linux administrators, developers, and power users, this updated edition shows you how to write a basic dialplan step-by-step, and brings you up to speed on the features in Asterisk 11, the latest long-term support release from Digium. You'll quickly gain working knowledge to build a simple yet inclusive system. Integrate Asterisk with analog, VoIP, and digital telephony systems Build an interactive dialplan, using best practices for more advanced features Delve into voicemail options, such as storing messages in a database Connect to external services including Google Talk, XMPP, and calendars Incorporate Asterisk features and functions into a relational database to facilitate information sharing Learn how to use Asterisk's security, call routing, and faxing features Monitor and control your system with the Asterisk Manager Interface (AMI) Plan for expansion by learning tools for building distributed systems

Wheeled Mobile Robotics: From Fundamentals Towards Autonomous Systems covers the main topics from the wide area of mobile robotics, explaining all applied theory and application. The book gives the reader a good foundation, enabling them to continue to more advanced topics. Several examples are included for better understanding, many of them accompanied by short MATLAB® script code making it easy to reuse in practical work. The book includes several examples of discussed methods and projects for wheeled mobile robots and some advanced methods for their control and localization. It is an ideal resource for those seeking an understanding of robotics, mechanics, and control, and for engineers and researchers in industrial and other specialized research institutions in the field of wheeled mobile robotics. Beginners with basic math knowledge will benefit from the examples, and engineers with an understanding of basic system theory and control will find it easy to follow the more demanding fundamental parts and advanced methods explained. Offers comprehensive coverage of the essentials of the field that are suitable for both academics and practitioners Includes several examples of the application of algorithms in simulations and real laboratory projects Presents foundation in mobile robotics theory before continuing with more advanced topics Self-sufficient to beginner readers, covering all important topics in the mobile robotics field Contains specific topics on modeling, control, sensing, path planning, localization, design architectures, and multi-agent systems

El libro se originó a partir de un curso tomado en Kiev en la Unión Soviética en 1972, en plena vigencia del régimen comunista. Luego vino una gran oportunidad para conocer cómo vivía realmente la gente en ese país y cómo el gobierno trataba a su gente. A través de registros de eventos e ilustraciones fotográficas, se puede comprender cómo sucedió todo en ese momento y luego concluir sobre la ineficacia del tan propagado régimen comunista.

"This book analyses the development of information societies in the countries of Latin America and the Caribbean, and provides input for public policy on information and communications technologies (ICT) issues."--Provided by publisher.

A looseleaf (3-hole punched, binder not included) resource guide that includes a wide range of activities, annotated resource lists, and background readings, primarily for teachers who would like to incorporate more astronomy into their classroom work but may be held back by their own limited backgr

On Law and Justice by Alf Ross (1899-1979) is a classic work of twentieth-century legal philosophy. The first translation into English was notably poor and abridged, and it misrepresented Ross's views. Translated from scratch and in full length from the original Danish, this new critical edition casts light on Ross's work and resituates it firmly in the context of current debates in the field. Ross was, in H.L.A. Hart's words, 'the most acute and best-equipped philosopher' of Scandinavian legal realism. On Law and Justice provides a comprehensive outline of his legal realist position, offering a consistently empirical research programme that simultaneously recognizes the distinctly normative character of law. Ross's legal realism avoids the standard critiques against behaviourist reductionism while still remaining categorically distinct from legal positivism and natural law.

The definitive Oxford Textbook of Palliative Medicine, now in its fifth edition, has again been thoroughly updated to offer a truly global perspective in this field of extraordinary talent and thoughtfulness. Updated to include new sections devoted to assessment tools, care of patients with cancer, and the management of issues in the very young and the very old, this leading textbook covers all the new and emerging topics since its original publication in 1993. In addition, the multi-disciplinary nature of palliative care is emphasized throughout the book, covering areas from ethical and communication issues, the treatment of symptoms and the management of pain. The printed book is complemented with 12 months free access to the online version, which includes expanded chapter information and links from the references to primary research journal articles, ensuring this edition continues to be at the forefront of palliative medicine. This fifth edition of the Oxford Textbook of Palliative Medicine is dedicated to the memory of Professor Geoffrey Hanks, pioneer in the field of palliative medicine, and co-editor of the previous four editions. A truly comprehensive text, no hospital, hospice, palliative care service, or medical library should be without this essential source of information.

Data Mining Applications in Engineering and Medicine targets to help data miners who wish to apply different data mining techniques. Data mining generally covers areas of statistics, machine learning, data management and databases, pattern recognition, artificial intelligence, etc. In this book, most of the areas are covered by describing different applications. This is why you will find here why and how Data Mining can also be applied to the improvement of project management. Since Data Mining has been widely used in a medical field, this book contains different chapters referring to some aspects and importance of its use in the mentioned field: Incorporating Domain Knowledge into Medical Image Mining, Data Mining Techniques in Pharmacovigilance, Electronic Documentation of Clinical Pharmacy Interventions in Hospitals etc. We hope that this book will inspire readers to pursue education and research in this emerging field.

Managers responsible for OSHA compliance and employee safety learn how to increase personal responsibility for safety and how to involve all employees in actively caring for a Total Safety Culture. Using everyday language -- as well as anecdotes, illustrations and case studies -- this is a user-friendly reference text for professionals in the safety field. It tells you what steps to take now -- today -- to empower employees and dispel the barriers -- physical and mental, real and imagined -- that hold us back from preventing injuries.

This is a practical, entertaining and didactic book for those who are starting out in Lean culture. The language used in the techniques and tools allows Lean Six Sigma management system to be understood easily and, in addition, establishes a methodology adaptable to any improvement process. From the detailed knowledge of the processes, Lean Manufacturing encourages innovation, discipline and the continuous search for excellence, through tools that improve the effectiveness of teams, delivery times and, on the whole, the capacity and competitiveness of companies. Step by step, this book enables you to discover and apply material control and production techniques that increase quality, improve communication and access to information and provide significant energy reductions. The Lean Manufacturing system offers a methodology for manufacturing and the management of organizations focused on continuous improvement, in line with the needs for efficiency and optimization of companies' resources.

Frost & Sullivan's 2014 Growth, Innovation, and Leadership Book of the Year "EXPONENTIAL ORGANIZATIONS should be required reading for anyone interested in the ways exponential technologies are reinventing best practices in business." —Ray Kurzweil, Director of Engineering at Google In business, performance is key. In performance, how you organize can be the key to growth. In the past five years, the business world has seen the birth of a new breed of company—the Exponential Organization—that has revolutionized how a company can accelerate its growth by using technology. An ExO can eliminate the incremental, linear way traditional companies get bigger, leveraging assets like community, big data, algorithms, and new technology into achieving performance benchmarks ten times better than its peers. Three luminaries of the business world—Salim Ismail, Yuri van Geest, and Mike Malone—have researched this phenomenon and documented ten characteristics of Exponential Organizations. Here, in EXPONENTIAL ORGANIZATIONS, they walk the reader through how any company, from a startup to a multi-national, can become an ExO, streamline its performance, and grow to the next level.

"EXPONENTIAL ORGANIZATIONS is the most pivotal book in its class. Salim examines the future of organizations and offers readers his insights on the concept of Exponential Organizations, because he himself embodies the strategy, structure, culture, processes, and systems of this new breed of company." —John Hagel, The Center for the Edge Chosen by Benjamin Netanyahu, Prime Minister of Israel, to be one of Bloomberg's Best Books of 2015

This popular text gives students a comprehensive and readable introduction to contemporary issues in learning and behaviour, while providing balanced coverage of classical and instrumental conditioning. This handbook, which complements the popular Harriet Lane Handbook, provides practical information about diagnosis and management of problems commonly encountered in pediatric patients. An emphasis is placed on problems encountered in ambulatory and emergency settings.

The updated Third Edition of Rubin and Farber's Pathology retains the features that make this text a favorite in medical schools--contemporary coverage, distinguished contributing authors, student-friendly format, and hundreds of full-color photomicrographs, color drawings, and colorful charts and other graphics throughout. The Third Edition's highlights include 300 new full-color photomicrographs, completely updated graphics throughout, and major revisions to chapters on developmental and genetic diseases, immunopathology, neoplasia, blood vessels, and infectious and parasitic diseases. The text provides students with the foundations of general and systemic pathology for a solid understanding of pathogenesis and how it relates to clinical medicine. A consistent, orderly presentation of each disease--definition, epidemiology, pathogenesis, pathology, clinical features--helps focus the student's attention and makes key facts easier to remember. Bullets and boldface type are strategically used to highlight important points.

Organizing involves continuous challenges in the face of uncertainty and change. How is globalization impacting organizations? How will new strategies for a turbulent world affect organizational design? In this second edition of Organization Theory and Design, developed for students in the UK, Europe, the Middle East and Africa, respected academics Jonathan Murphy and Hugh Willmott continue to add an international perspective to Richard L. Daft's landmark text. Together they tackle these questions in a comprehensive, clear and accessible study of the subject.

Called "the leader in the Snort IDS book arms race" by Richard Bejtlich, top Amazon reviewer, this brand-new edition of the best-selling Snort book covers all the latest features of a major upgrade to the product and includes a bonus DVD with Snort 2.1 and other utilities. Written by the same lead engineers of the Snort Development team, this will be the first book available on the major upgrade from Snort 2 to Snort 2.1 (in this community, major upgrades are noted by .x and not by full number upgrades as in 2.0 to 3.0). Readers will be given invaluable insight into the code base of Snort, and in depth tutorials of complex installation, configuration, and troubleshooting scenarios. Snort has three primary uses: as a straight packet sniffer, a packet logger, or as a full-blown network intrusion detection system. It can perform protocol analysis, content searching/matching and can be used to detect a variety of attacks and probes. Snort uses a flexible rules language to describe traffic that it should collect or pass, a detection engine that utilizes a modular plug-in architecture, and a real-time alerting capability. A CD containing the latest version of Snort as well as other up-to-date Open Source security utilities will accompany the book. Snort is a powerful Network Intrusion Detection System that can provide enterprise wide sensors to protect your computer assets from both internal and external attack. * Completely updated and comprehensive coverage of snort 2.1 * Includes free CD with all the latest popular plug-ins * Provides step-by-step instruction for installing, configuring and troubleshooting

Ken Blanchard and Sheldon Bowles, co-authors of the New York Times business bestseller Raving Fans, are back with Gung Ho! Here is an invaluable management tool that outlines foolproof ways to increase productivity by fostering excellent morale in the workplace. It is a must-read for everyone who wants to stay on top in today's ultra-competitive business world. Raving Fans taught managers how to turn customers into full-fledged fans. Now, Gung Ho! brings the same magic to employees. Through the inspirational story of business leaders Peggy Sinclair and Andy Longclaw, Blanchard and Bowles reveal the secret of Gung Ho--a revolutionary technique to boost enthusiasm and performance and usher in astonishing results for any organization. The three principles of Gung Ho are: The Spirit of the Squirrel The Way of the Beaver The Gift of the Goose These three cornerstones of Gung Ho are surprisingly simple and yet amazingly powerful. Whether your organization consists of one or is listed in the Fortune 500, this book ensures Gung Ho employees committed to success. Gung Ho! also includes a clear game plan with a step-by-step outline for instituting these groundbreaking ideas. Destined to become a classic, Gung Ho! is a rare and wonderful business book that is packed with invaluable information as well as a compelling, page-turning story. Management legend Ken Blanchard and master entrepreneur Sheldon Bowles are back with Gung Ho!, revealing a surefire way to boost employee enthusiasm, productivity, and performance and usher in astonishing results for any organization. Raving Fans brilliantly schooled managers on how to turn customers into raving fans. Gung Ho! now brings the same magic to employees. Here is the story of how two managers saved a failing company and turned in record profits with record productivity. The three core ideas of Gung Ho! are surprisingly simple: worthwhile work guided by goals and values; putting workers in control of their production; and cheering one another on. Their principles are so powerful that business leaders, reviewing the manuscript for Ken and Sheldon, have written to say, "Sorry. Ignored instructions. Have photocopied for everyone. I promise to buy books, but can't wait. We need now!" Like Raving Fans, Gung Ho! delivers.

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