

Marketing Financial Services Second Edition

Essentials of Public Service, Second Edition Career Opportunities in Education and Related Services, Second Edition Eurostat-OECD Methodological Guide for Developing Producer Price Indices for Services Second Edition Electrical Machines with MATLAB®, Second Edition Modern Power System Analysis, Second Edition The Demography of Health and Health Care (second edition) Programming WCF Services Java Message Service Understanding Health Services The Civil Service Handbook of English Literature A Step-by-step Guide to Delivering Clinical Preventive Services Introduction to Telecommunications Network Engineering, Second Edition Health Care Evaluation Making Health Policy, 3e The Civil Service Geography ... Building Quantities Explained Property Management Principles of Property Investment and Pricing Building Maintenance Urban Land Economics and Public Policy Mary E. Guy Susan Echaore-McDavid OECD Turan Gonen Turan Gonen Louis G. Pol Juval Lowy Mark Richards Ipek Gurol-Urganci Austin Dobson Barbara Clark Tarmo Anttalainen Carmen Tsang Kent Buse Lancelot M. Dalrymple Spence Ivor H. Seeley Gordonington, Will Fraser Ivor H. Seeley Paul N. Balchin

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essentials of public service is the most accessible student friendly introductory public administration text on the market the book prepares students for careers in today s public service whether in government or nonprofits each chapter teaches the public service context essential public service skills and what it takes to do the job whether managing or providing direct service

presents opportunities for employment in the field of education listing over ninety job descriptions salary range education and training requirements and more

this second edition of the sppi guide develops further the conceptual framework and adds detailed descriptions of ppi measurement for a wide range of individual service industries

electrical machines with matlab encapsulates the invaluable insight and experience that eminent instructor turan gönen has acquired in almost 40 years of teaching with simple versatile content that separates it from other texts on electrical machines this book is an ideal self study tool for advanced students in electrical and other areas of engineering in response to the often inadequate rushed coverage of fundamentals in most basic circuit analysis books and courses this resource is intelligently designed easy to read and packed with in depth

information on crucial concepts topics include three phase circuits power measurement in ac circuits magnetic circuits transformers and induction synchronous and direct current machines the book starts by reviewing more basic concepts with numerous examples to clarify their application it then explores new buzzword topics and developments in the area of electrical machine applications and electric power systems including renewable energy wind energy and related conversion solar energy energy storage the smart grid using international systems is units throughout this cross disciplinary design guide delves into commonly used vocabulary and symbols associated with electrical machinery several new appendices contain tools such as an extensive glossary to explain important terms outlining a wide range of information and the many different ways to apply it this book is an invaluable multifunctional resource for students and professors as well as practicing professionals looking to refresh and update their knowledge

most textbooks that deal with the power analysis of electrical engineering power systems focus on generation or distribution systems filling a gap in the literature modern power system analysis second edition introduces readers to electric power systems with an emphasis on key topics in modern power transmission engineering throughout the book familiarizes readers with concepts and issues relevant to the power utility industry a classroom tested power engineering text that focuses on power transmission drawing on the author's industry experience and more than 42 years teaching courses in electrical machines and electric power engineering this book explains the material clearly and in sufficient detail supported by extensive numerical examples and illustrations new terms are defined when they are first introduced and a wealth of end of chapter problems reinforce the information presented in each chapter topics covered include power system planning transmission line parameters and the steady state performance of transmission lines disturbance of system components symmetrical components and sequence impedances analysis of balanced and unbalanced faults including shunt series and simultaneous faults transmission line protection load flow analysis designed for senior undergraduate and graduate students as a two semester or condensed one semester text this classroom tested book can also be used for self study in addition the detailed explanations and useful appendices make this updated second edition a handy reference for practicing power engineers in the electrical power utility industry what's new in this edition 35 percent new material updated and expanded material throughout topics on transmission line structure and equipment coverage of overhead and underground power transmission expanded discussion and examples on power flow and substation design extended impedance tables and expanded coverage of per unit systems in the appendices new appendix containing additional solved problems using matlab new glossary of modern power system analysis terminology

health demography has come to play an increasingly important role within the larger field during the past twenty years the number of health professionals who utilize its methods and materials has grown exponentially in a thoroughgoing revision of the first edition of this classic text and reference published by plenum in 1992 the authors convey the general principles that underlie this applied subdiscipline and demonstrate how the merging of demography and health care impacts on the planning processes of a range of health care organizations

programming wcf services is the authoritative bestselling introduction to microsoft's unified platform for developing service oriented applications soa on windows hailed as the most definitive treatment of wcf available this relentlessly practical book provides insight not documentation to help you learn the topics and skills you need for building wcf based applications that are maintainable extensible and reusable author juval lowy microsoft software legend and participant in wcf's original strategic design review revised this new edition for the latest productivity

enhancing features of c 3 0 and the net 3 5 sp1 framework the book also contains lowy s servicemodel a framework of useful utilities tools and helper classes that let you simplify and automate many tasks and extend wcf as well with this book you will learn about wcf architecture and essential building blocks including key concepts such as reliability and transport session use built in features such as service hosting instance management concurrency management transactions disconnected queued calls and security take advantage of relevant design options tips and best practices in lowy s servicemodel framework to increase your productivity and the quality of your wcf services learn the rationale behind particular design decisions and discover poorly documented and little understood aspects of soa development by teaching you the why along with the how of wcf programming programming wcf services not only will help you master wcf it will enable you to become a better software engineer

java message service second edition is a thorough introduction to the standard api that supports messaging the software to software exchange of crucial data among network computers you ll learn how jms can help you solve many architectural challenges such as integrating dissimilar systems and applications increasing scalability eliminating system bottlenecks supporting concurrent processing and promoting flexibility and agility updated for jms 1 1 this second edition also explains how this vendor agnostic specification will help you write messaging based applications using ibm s mq progress software s sonicmq activemq and many other proprietary messaging services with java message service you will build applications using point to point and publish and subscribe messaging models use features such as transactions and durable subscriptions to make an application reliable implement messaging within enterprise javabeans ejb using message driven beans use jms with restful applications and with the spring application framework messaging is a powerful paradigm that makes it easier to uncouple different parts of an enterprise application java message service second edition will quickly teach you how to use the key technology that lies behind it

no single discipline can provide a full account of why health care is the way it is introducing an accessible overview of health services and drawing on medicine sociology economics history and epidemiology this book provides a series of conceptual frameworks which help to clarify some of the complexity that confronts the inexperienced observer helping to determine what influences and shapes health services it also examines some of the key processes involved in providing healthcare considering three levels individual patients health care organizations such as hospitals and regional or national institutions such as governments this second edition has been updated to include recent developments and further examples and activities from low middle and high income countries the book examines how medical knowledge staff patients and finance shape health services what factors influence utilization of health services the roles played by users of health services how to define and measure outcomes and assess performance how practice and policy can be changed to improve the quality of health care understanding health services 2nd edition is an essential resource for students of public health and health policy researchers public health practitioners and policy makers understanding public health is an innovative series published by open university press in collaboration with the london school of hygiene tropical medicine where it is used as a key learning resource for postgraduate programmes it provides self directed learning covering the major issues in public health affecting low middle and high income countries this excellent book provides an ideal background to understanding how health services work and how they can be studied not tied to any particular country it includes key chapters on how health services have developed and are organised need and demand the role of health professionals and measuring and improving quality of care the book is ideal reading for students on masters courses in public health and related subjects from

high middle and low income countries and includes learning objectives and exercises in each chapter which can be completed individually or used for discussion strongly recommended martin roland emeritus professor of health services research university of cambridge uk health services are central to attaining high levels of population health and providing those services consumes a substantial share of our financial resources this book provides a splendid introduction to many of the key building blocks including medical knowledge and other key inputs payment and other factors that influence utilization and in turn quality of care and outcomes the learning objectives are a wonderful aid for self directed learning as are the directed activities and feedback the text is lucid and the main concepts are very easy to access this is a great book for someone looking to develop a broad understanding of health services i will be surprised if it does not become a classic it will surely be at the top of my list of recommended readings for my own students arnold m epstein john h foster professor and chair department of health policy and management harvard school of public health usa

the guide is designed to be used by physicians nurses health educators and office staff in public health clinics community health centers private practices and other settings the guide uses a demonstrated systematic approach is adaptable to all practice settings has easy to follow steps encourages teamwork and has tools to get one started and keep one on track

whether you are an executive or sales manager in a networking company a data communications engineer or a telecommunications professional you must have a thorough working knowledge of the ever growing and interrelated array of telecom and data communications technologies from protocols and operation of the internet ip tcp http and its access systems such as adsl and gsm to the basics of transmission and switching this newly revised resource delivers an up to date introduction to a broad range of networking technologies clearly explaining the networking essentials you need to know to be a successful networking professional moreover the book explores the future developments in optical wireless and digital broadcast communications

evaluation of health care is necessary if we are to understand the organisation of health services and to determine how health care interventions should be delivered the second edition of this fully revised public health text introduces the various types of health care evaluations and explores the ways in which scientifically robust studies can be used to assess health care interventions with a focus on measuring their impact on patient outcomes throughout this book the concepts and methods of evaluating health care interventions are considered in terms of four key dimensions effectiveness efficiency humanity and equity in order to fully equip the public health practitioner or student this book considers a broad range of evaluation methods including cross sectional studies quasi experimental designs and qualitative methods gives an updated account of current theory research and practice in the field features activities to help readers apply its content to their own practice health care evaluation 2nd edition is an essential textbook that outlines evaluation methods in an accessible way for public health students public health practitioners and policy makers understanding public health is an innovative series published by open university press in collaboration with the london school of hygiene tropical medicine where it is used as a key learning resource for postgraduate programmes it provides self directed learning covering the major issues in public health affecting low middle and high income countries in ageing societies and developing country populations at risk of long term conditions the impact of new health care interventions on health and wellbeing require robust evaluation tsang cromwell and colleagues set out a comprehensive framework for a breadth of simple evaluations carefully laid out with thoughtful vignettes for readers to address and informative reference material a book for experienced and

fledgling evaluators to access maximising the chances of decisions around innovations being based on sound science professor charles wolfe professor of public health guy's st thomas nhs foundation trust uk evaluation is an essential tool to support health services respond to ever more complex demands from an ageing population this volume is strongly recommended as it provides outstanding guidance combining authority with clarity and ease of use ray fitzpatrick professor of public health and primary care university of oxford uk

this is the best textbook on health policy prof uta lehmann director school of public health university of western cape south africa the third edition of this excellent text reinforces its position as the best text that applies public policy concepts and theories to health policy prof martin powell professor of health and social policy school of social policy university of birmingham uk this book is essential reading for anyone wanting guidance on managing the politics of the health policy process prof jeremy shiffman bloomberg distinguished professor of global health policy johns hopkins university usa described as the best book in its field this extensively updated third edition of making health policy provides a comprehensive introduction to the study of health policy its political nature and its processes at country and global levels written by a large and diverse group of leading experts this clear and accessible book addresses the how of health policy making in a range of settings this fully revised edition responds to the movement to decolonise and broaden the practice of global health and its related scholarship provides new examples of health policy processes that bring additional theoretical perspectives and empirical studies from researchers outside north america and europe responds to developments in health policy such as the ecological crisis the experience of the covid 19 pandemic and the role of social media as well as having greater treatment of policy related to the social and commercial determinants of health includes new chapters on the role of the values that underpin health policy debates and on how local policy is shaped by national regional and global influences and organisations making health policy is the ideal resource for students of public health and health policy public health practitioners and policy makers authors kent buse nicholas mays manuela colombini alec fraser mishal khan and helen walls understanding public health is an innovative series published by open university press in collaboration with the london school of hygiene tropical medicine where it is used as a key learning resource for postgraduate programmes it provides self directed learning covering the major issues in public health affecting low middle and high income countries series editors rosalind plowman and nicki thorogood

a long established text that aims to meet the needs of students studying building measurement in the early years of quantity surveying and building degree courses it contains a careful selection of 28 worked examples embracing all the principal building elements and including alternative constructional methods to illustrate a range of approaches

intended for advanced students and practitioners this book gives an up to date presentation of property management as practised by a leading company baa plc a key aim of the book is to show the benefits to be obtained from building a business culture based on service to the customer this may be achieved by due attention to communication leadership measurement benchmarking and accountability

this book is a comprehensive analysis of property investment and the market's determination of commercial property values and investment performance the author examines the economic forces that operate in the property market by placing property in the context of the overall investment market and the local national and international economies relevant concepts and principles of

economics investment and finance are identified these are then used to explain the operation of the property market and property price determination the text begins with a study of the stock market identifying the principles and forces which explain the price determination of stocks and shares these principles are then applied to commercial property investments and a simple theory is developed the three major sectors of the property market letting development and investment are then analysed in depth and the pricing theory is reviewed after an examination of the influence of government intervention the subject is synthesised by detailed studies of three of the most turbulent periods in the history of the post second world war property market in the uk in this second edition both the text and illustrative examples have been updated the theory of the market s determination of rental values and yields have been substantially revised and developed a new chapter discussing the 1980s property boom and the 1990s collapse has been added

a comprehensive up to date and illustrated exposition of building maintenance in all its aspects to serve the needs of building surveyors and other professionals involved in this activity and building surveying and architectural students it shows the great importance of properly maintaining buildings and the advisability of providing adequate feedback to the design team all the main building defects are described and illustrated and the appropriate remedial measures examined alterations and improvements to buildings and the specifying measurement pricing tendering and contractual procedures are all examined described and illustrated in addition the planning and financing execution and supervision of maintenance work receive full consideration

this revised and reset new fifth edition generally follows the structure of the previous edition although some of the material of the earlier chapters has been rearranged in addition to being updated and extended a new feature of this edition is the allocation of a complete chapter to examining the problems of urban decline and renewal here the economic and social problems are discussed within the framework of current issues in urban policy local government and planning the book will appeal as a basic textbook for undergraduate students of estate management land economics building surveying and quantity surveying it will be valuable to students taking degree or equivalent courses in urban economics urban geography or town planning it will also appeal to those preparing for rics and rtpi examinations

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Introduction

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