Springer

Customized Book List

Business & Management
Effective IT Service Management

To ITIL and Beyond!

IT service management (ITSM) is the group of processes and functions that oil the wheels of the IT machine. Without ITSM, every IT project and system would deteriorate over time until failure. ITIL is the recognized best-practice standard for ITSM, and has been around since the late 1980s, with ITIL version 3 published just recently. However, many of today’s IT problems have been around for just as long—and in order to manage IT effectively, organizations must go beyond the ITIL framework. Rob Addy provides IT service managers and professionals with practical guidance on delivering and managing IT services in an effective and efficient manner by extending the ITIL approach to deliver proactive and pragmatic IT service management. His book is a candid look at the relative merits of currently accepted wisdom regarding the provision of IT services, using the principles of the IT Infrastructure Library (ITIL) guidance series. It describes IT service management processes related to service [...]
Risk-Averse Capacity Control in Revenue Management

Traditionally, revenue management models aim at a maximization of expected revenue, i.e. a risk-neutral decision-maker is assumed. During the last few years, however, the consideration of revenue risk has gained more and more attention. By failing to suggest mechanisms for reducing unfavorable revenue levels, traditional risk-neutral capacity control models fail short of meeting the needs of a risk-averse planner. This is why this book revises the well-known capacity control problem in revenue management from the perspective of a risk-averse decision-maker. Modelling an expected utility maximizing decision maker, the problem is formulated as a risk-sensitive Markov decision process. Special emphasis is put on the existence of structured optimal policies. Numerical examples illustrate the results.

Fields of interest
Operation Research/Decision Theory; Production/Logistics; Procurement; Marketing; Optimization

Target groups
Scientists

Type of publication
Monograph

Due August 2007

54,95 €
ISBN 978-3-540-74585-3

Reference Modeling
Efficient Information Systems Design Through Reuse of Information Models

Reusability of information models has been discussed in science and practice for many years. Reference models are information models that are developed with the aim of being reused for different but similar application scenarios. They primarily promise time and cost savings, since parts of the reference models can be reused. The topic of reference modeling is addressed in this book from different perspectives: Besides reference modeling languages that provide special modeling language concepts for the development and application of reference models, reference modeling methodologies are discussed, which additionally provide procedure models for the construction and application of reference models. Moreover, particular reference models are discussed and evaluated.

Contents
Handbook on Scheduling

From Theory to Applications

This handbook covers not only in a unified approach the most important scheduling models and methods, it also put special emphasis to their relevance to practical situations. Many applications from industry and service operations management and case studies are described. Because the book offers some preliminaries concerning basic notions from discrete mathematics, it can also be used by beginners. As a consequence, the handbook is an indispensable source for a broad audience, ranging from researchers to practitioners, graduate and advanced undergraduate students in computer science/engineering, operations research, industrial and real-time engineering, management science, business administration, information systems, and applied mathematics curricula.

Features
 Covers many different scheduling problems, e.g. in advanced planning, supply chain management, and computer systems.

Contents

Fields of interest
Production/Logistics; Information Systems; Information Systems Applications (incl.Internet); Industrial and Production Engineering.

Target groups
Researchers, practitioners.

Type of publication
Handbook.

Due June 2007

Optimal Stopping Made Easy

In real life, as well as in economic models, individuals often make decisions in an uncertain environment. In many cases, a problem which an optimizing agent faces can be formulated or reformulated as a problem of optimal timing of a certain irreversible or partially reversible action or optimal stopping problem. In this book, the authors present an alternative approach to optimal stopping problems. The basic ideas and techniques of the approach can be explained much simpler than the standard methods in the literature on optimal stopping problems. The monograph will teach the reader to apply the technique to many problems in economics and finance, including new ones. From the technical point of view, the method can be characterized as option pricing via the Wiener-Hopf factorization.

Features
Presents an alternative approach to optimal stopping problems. The Approach can be used to many problems in finance and economics.

Contents

Fields of interest
Economic Theory; Finance / Banking; Game Theory; Economics, Social and Behav. Sciences.

Target groups
Researchers.

Type of publication
Monograph.

Due September 2007

Mass Customization and Footwear: Myth, Salvation or Reality?

Mass customization is an emerging paradigm gathering growing interest in many industrial fields. The EUROShoE project (financed by the EC) explored the applicability of and developed technologies for the adoption of such a paradigm in the footwear business. The research showed the benefits for shoe companies of switching to the new business models and helped develop many of the enabling technologies that adopting the new paradigm appears to have.

This is the only book dedicated to the application of mass customization in a particular industry. Based on the EUROShoE project, it is a detailed analysis of the most relevant case studies of early mass customizers in the footwear sector, highlighting reasons for their failure or success. Both the technological aspects and the business aspects of mass customization, together with some relevant economic indicators are discussed. This book will interest both practitioners in the footwear sector, and postgraduates, researchers and lecturers in mass customization.

Features
Only monograph dedicated to the application of mass customization in a particular industry.

Contents
Introduction: Why this Book and to whom it is Addressed - Mass Customization and Footwear - The EUROShoE Project - Footwear Mass Customization in Practice - From Footwear to Other Industries - Conclusion: A Few Questions to be Answered.

Fields of interest
Industrial and Production Engineering; Technology Management; Engineering Economics, Organization, Logistics, Marketing; Manufacturing; Machines, Tools, Computer-Aided Engineering (CAD, CAE) and Design.

Target groups
Postgraduates, researchers and lecturers.

Type of publication
Monograph.

Due September 2007

2007. XII, 185 p. 15 illus. (Studies in Economic Theory, Vol. 27) Hardcover

84.95 €

114.95 €
ISBN 978-1-84628-864-7
### Time-Varying Network Optimization

The express purpose of Time-Varying Network Optimization is to describe, in a unified and self-contained manner, a series of models, propositions, and algorithms developed in recent years on time-varying networks. References and discussions on relevant problems and studies that have appeared in the literature are integrated in the book. The book consists of eight chapters, in which the following problems are formulated and examined: (1) the shortest path problem, (2) minimum-spanning tree problem, (3) maximum flow problem, (4) minimum cost flow problem, (5) maximum capacity path problem, (6) quickest path problem, (7) multi-criteria problem, and (8) the generalized flow problem. The time-varying traveling salesman problem and the Chinese postman problem are presented in a chapter together with the time-varying generalized problem. While these topics will be described all within the framework of time-varying networks, our plan is to make each chapter relatively self-contained so that each can be [..]

**Features**
- Addresses two types of needs in the research of network optimization: 1) to present the latest research efforts and findings on time-varying network optimization; and 2) to examine key models and results on dynamic network optimization problems that can be used by academics, practitioners, and graduate students or senior-year undergraduate students.
- There is a great need to seek optimal solutions on these topics [..]

**Contents**
- Preface - Time-varying shortest path problems.
- Time-varying minimum spanning tree.
- Time-varying universal maximum flow problems.
- Time-varying minimum cost flow problems.
- Time-varying maximum capacity path problem.
- The quickest path problem.
- Finding the best path with multi-criteria.
- Generalized flows and other network problems.

**Fields of interest**
- Operation Research/Decision Theory: Optimization;
- Operations Research, Mathematical Programming;
- Information Systems and Communication Service;
- Information Systems Applications (incl. Internet);
- Production/Logistics

**Target groups**
- Academic researchers and students

**Type of publication**
- Graduate/advanced undergraduate textbook

### Computational Intelligence in Economics and Finance

Computational intelligence (CI), as an alternative to statistical and econometric approaches, has been applied to a wide range of economics and finance problems in recent years, for example to price forecasting and market efficiency. This book contains research ranging from applications in financial markets and business administration to various economics problems. Not only are empirical studies utilizing various CI algorithms presented, but also are theoretical models based on computational methods. In addition to direct applications of computational intelligence, readers can also observe how these methods are combined with conventional analytical methods such as statistical and econometric models to yield preferred results. Chen, Wang, and Kuo have grouped the 12 contributions following their introductory chapter into applications of fuzzy logic, neural networks (including self-organizing maps and support vector machines), and evolutionary computation. All chapters were selected either by [..]

**Contents**
- Computational Intelligence in Economics and Finance: Shifting the Research Frontier.
- An Overview of Insurance Uses of Fuzzy Logic.
- Forecasting Agricultural Commodity Prices using Hybrid Neural Networks.
- An Application of Kohonen’s SOFM to the Management of Benchmarking Policies.
- Trading Strategies Based on K-means Clustering and Regression Models.
- Comparison of Instance-Based Techniques for [..]

**Fields of interest**
- Artificial Intelligence (incl. Robotics);
- Finance / Banking: Computer Appl. in Administrative Data Processing; Information Systems Applications (incl. Internet);

**Target groups**
- Researchers and professionals

**Type of publication**
- Monograph

**Due July 2007**

### Economics of Accounting

This book provides an integrated, technical exposition of key concepts in agency theory, with particular emphasis on analyses of the economic consequences of the characteristics of contractible performance measures, such as accounting reports. It is not a survey of the literature, but provides a succinct source for learning the fundamentals of the economics of incentives. While there is an emphasis on information issues of interest to accounting researchers, it is also relevant to researchers in economics, finance, management science, and other disciplines who are interested in the economics of management incentives.

**Features**
- Analytical research in accounting Courses in Economics, Finance and Management Science Management science students Supply chain management Incentives

**Contents**
- Foreword to Volume I.
- Preface to Volume I.
- Preface to Volume II.
- Introduction to Performance Evaluation.
- Optimal Contracts.
- Ex Post Performance Measures.
- Linear Contracts.
- Multiple Performance Measures.
- Stock Prices and Accounting Numbers as Performance Measures.
- Post-contract, Pre-decision Information.
- Pre-contract Information.
- Uninformed Principal Moves First.
- Intra-period Contract Renegotiation.
- Multi-period Contracts with Full Commitment and Independent Periods.
- Timing and Correlation of Reports in a Multi-period LEN Model.
- Full Commitment Contacts.

**Fields of interest**
- Accounting/Auditing; Microeconomics

**Target groups**
- Accounting researchers, particularly those interested in economic theory applied to the analysis of the decision-influencing role of accounting management of science students

**Type of publication**
- Monograph

**Due September 2007**

### Further Information


74.95 €
ISBN 978-3-540-72820-7
The Market for Corporate Control in Japan

This book analyzes the modern trend in the Japanese M and A market and reveal from different angles the process of convergence to a new monitoring model of the corporation: "the market for corporate control". A prima facie verification is based on the examination of the evolution of the M and A environment in the last twenty years including statistics, analysis of cultural and structural impediments, and economic-political reforms. Then, the analysis of seventeen cases of hostile takeover and of the process of transformation of the regulatory framework governing takeovers related legal issues particularly focused on the important METI-MOJ Guidelines of 2005, will further corroborate the final argument. Inside the academic debate of theories of convergence and path-dependence, the conclusions of the author ultimately support the hypothesis that the Japanese corporate control has converged to a "hybrid Americanized version of the model of market for corporate control". Dr. Colcera’s book is based on [...] Features
First English study on Japanese corporate acquisitions and the market for corporate control since more than 15 years Systematic survey of all relevant economic and legal information in this field Wide series of data collected and analysis of the regulatory framework Analysis of 17 recent cases of hostile takeover

Fields of interest
International & Foreign Law; Management

Target groups
Advocats, consultants, manager, libraries (law, business)

Type of publication
Monograph

Due August 2007

Trends and Issues in Global Tourism 2007

This book offers insight into important trends in the global travel and tourism industry and analyzes developments in the aviation and hospitality industry, destination management and general travel behavior. The most recent developments in marketing and sales as well as in travel technology and business travel are of key importance for managing companies involved in travel and tourism. The articles are based on presentations and panel discussions presented at the world’s largest tourism convention, the ITB Convention Market Trends and Innovations. This book unites convention highlights prepared by renowned professionals and scientists within the industry. As such, readers can form a comprehensive vision of the developments which are shaping the structure of the global travel and tourism industry. The book is indispensable for tourism professionals and scientists as well as students analyzing current global tourism trends.

Contents
Mega trends and their impact on the tourism industry.- Aviation management.- Destination management.- Marketing and sales management.- Travel technology.- Business travel management.- Long-Term perspectives in the Tourism Industry.

Fields of interest
Management; Regional Science; Economic Geography; Human Geography

Target groups
Professionals in tourism

Type of publication
Professional book

Due March 2007

2007. XX, 235 p. 40 illus. Hardcover
49,95 €

Handbook of International Insurance

Insurance and financial markets have been radically and deeply changed in the last 20 years. Deregulation, internationalization of insurance and financial institutions, increasing competition, electronic commerce, bancassurance, and the emergence of new risks are among the challenges faced by insurers and other financial firms. These developing trends pose both global and local challenges for financial firms participating in insurance markets. "The Handbook of International Insurance: Between Global Dynamics and Local Contingencies" increases understanding of insurance markets by adopting an international comparative approach. Leading scholars and practitioners worldwide provide detailed information on market trends, regulation, taxation, and economic developments for thirteen specific countries in Europe, the Americas, and Asia. Each country chapter covers key aspects of insurance: life insurance, non-life insurance, and public and private social insurance programs. The book also includes [...] Features
The first in the market about the topic (regulation and reinsurance) Includes chapters written by scholars and practitioners in the major insurance markets worldwide, including Europe, the Americas and Asia and will provide important new information on the evolution of the financial sector worldwide

Contents
Business/Management Science, general; Finance / Banking; Management

Target groups
Academic researchers, scholars, practitioners, policy makers and financial services industry executives

Type of publication
Handbook

Due April 2007

169,95 €
ISBN 978-0-387-34162-0
Digital Enterprise Technology
Perspectives and Future Challenges

Digital engineering methods and systems are vital-
ly important for performing key technical and busi-
ness functions of global enterprises in a distributed and
cooperative manner. The product design and engi-
neering systems are gradually being developed to
include a variety of tools for DFX, as well as incor-
porate aspects of digital manufacturing. Digital En-
terprise Technology: Perspectives and Future Chal-
lenges, an edited volume, contains accepted chap-
ters presented at the 3rd, CIRP sponsored Interna-
tional Conference in Digital Enterprise Technology
(DET06), held in Setúbal, Portugal, September 2006.
DEI 2006 follows on the success of the two previous meetings held in Durham, UK and Seattle, USA, in
2002 and 2004 respectively. The chapters presented in
this book are contributed by world class leaders in
the field. This volume includes relevant examples of
the current state-of-the-art in the development and use of systems and methods for the digital modelling of
global development and realization processes [...] 

Contents
International Committee.- Organizing Committee.- Preface/Editorial. - Sponsors. - Keynote Papers. - Dig-
ital Manufacturing In The Global Era. - Global Man-
ufacturing – Challenges And Solutions.- Emergent Synthesis Approaches To Biological Manufacturing Systems.- Reconfigurable Process Plans For Respon-
sive Manufacturing Systems.- Collaborative Net-
works In Industry .- Trends And Foundations.- Ses-
sational Innovative Systems.- Collaborative Net-
systems.- Reconfigurable Process Plans For Respon-
ses and Copies.- Standardised Modelling with
ARIS Properties and Attributes.- Definitions, Occur-
tion Diagram.- Modelling your Business Structure.-
Designer.- Model Appearance.- Objects and Relation-
der-Driven Process Chain.- ARIS Explorer.- ARIS De-
sign Platform.- The Basics of Process Modelling with
ARIS.- Describing the new ARIS Design Platform: • How do we use ARIS in an easy way, supporting smart
methods & smart models, & displays how ARIS can be used as a powerful tool for BPM. This book is a must have guide & reference for all exis-
ting & new [...] 

Features
Includes advance factory design and modelling In-
cludes physical-to-digital environment integrators
Distinguished contributors in the field

Advanced Robust and
Nonparametric Methods in
Efficiency Analysis

Providing a systematic and comprehensive treatment
of recent developments in efficiency analysis, this
readable book makes available an intuitive yet rig-
orous presentation of advanced nonparametric and
robust methods. This flexible toolbox can be used in
theories based on the neoclassical theory of pro-
duction and its alternatives, including evolutionary
theories. The methods are complemented by empiri-
cal analysis of three different economic fields: scien-
tific research, mutual funds industry and the insur-
ance sector. The research demonstrates the utility of
the toolbox for a wide range of economic issues, in-
cluding the analysis of economies of scale and scope,
dynamics of age and agglomeration effects, trade-
offs in production and service activities, and expla-
nations of efficiency differentials. Of interest to ap-
plied economists broadly, this book will also be of in-
terest to those focused on Operations Research and/ or Management Science.

Contents
Introduction.- The Measurement of Efficiency.- Sta-
tistical Inference in Nonparametric Frontier Esti-
mation.- Nonparametric Robust Estimators: Par-
tial Frontiers.- Conditional Measures of Efficiency.-
Economies of Scale, Scope and Experience in the
Italian Motor-Vehicle Sector.- Age, Scale and Con-
centration Effects in a Public Research System.- Ex-
ploring the Effects of Manager Tenure, Fund Age
and their Interaction.- Conclusions

Fields of interest
Information Systems; Models and Principles; Simu-
lations and Copies.

Type of publication
Monograph

Due March 2007

2007. XXII, 248 p. (Studies in Productivity and Efficiency) Hard-
cover
92,95 €

ARIS Design Platform
Getting Started with BPM

This practical ‘how-to’ guide to using the ARIS De-
sign Platform & how to use it to create real
business models features ARIS 7 Design Platform, including ARIS Business Archi-
tect & ARIS Business Designer. Rob Davis has teamed up with Eric Brabant of IDS Scheer to pro-
vide practical answers to the following questions us-
ing the new web-based ARIS Design Platform: • How do we get started with the ARIS Design Platform? • How do we establish company-wide Business Pro-
cess Management? • How do we setup a project with ARIS? • Which modelling methods should we use? • How do we effectively use the technical architecture of
ARIS (Servers, Databases, Objects, Web Clients, etc) Containing tips, techniques & short cuts
gained from practical experience, this book show how to use ARIS in an easy way, supporting smart
methods & smart models & displays how ARIS can be used as a powerful tool for BPM. This book is a must have guide & reference for all exis-
ting & new [...] 

Features
The only practical ‘How-to’ guide to both using the ARIS Design Platform and how to use it to create re-
al business models Features ARIS 7 Design Platform, including ARIS Business Architect and ARIS Busi-
ness Designer Contains tips, techniques and short cuts gained from practical experience Shows how to use ARIS in an easy way, supporting smart
methods and models Displays how to use ARIS as a powerful tool for BPM

Contents
An Introduction to BPM. - Introduction to the ARIS Platform.. - The Basics of Process Modelling with the ARIS Design Platform.. - Business Process Archi-
tecture with ARIS.. - Getting Started with Your First Model.. - More About the ARIS Interface.. - The Event-
driven Process Chain.. - ARIS Explorer.. - ARIS De-
signer.. - Model Appearance.. - Objects and Relation-
ships.. - Model Assignments and the Function Alloca-
tion Diagram.. - Modelling your Business Structure.. - ARIS Properties and Attributes.. - Definitions, Occur-
rences and Copies.. - Standardised Modelling with ARIS.. - Roles and Responsibilities for BPM. ...

Fields of interest
Information Systems; Models and Principles; Simu-
lations and Modeling

Type of publication
Professional book

Due July 2007

2007. XVII, 364 p. Softcover
49,95 €
ISBN 978-1-84628-612-4

P. F. Cunha, Escola Superior de Tecnologia de Setúbal, Portugal; P.G. Maropoulos, University of Bath, UK (Eds.)
Logistics Outsourcing Relationships

Measurement, Antecedents, and Effects of Logistics Outsourcing Performance

In recent years, logistics outsourcing has gained increasing importance and today is used by a large number of firms across virtually all industries worldwide. Logistics service providers have developed a wide array of services that are utilized to improve logistics processes - and mainly to cut costs. This book uses state-of-the-art scientific methods to reveal that most firms currently do not realize the full potential of logistics outsourcing. It shows the complexity of outsourcing performance and that its true drivers lie in the relationship between service providers and their customers. Through the results of a large-scale empirical survey, the book also emphasizes the importance of a firm’s approach towards outsourcing: solely striving for cost reductions may be a dead end, while the often overlooked increased logistics service levels are equally important for boosting logistics performance. In the light of current outsourcing practices, this indicates substantial room for improvement for most firms.

Contents

Fields of interest
Production/Logistics

Target groups
Scientists

Type of publication
Monograph

Due June 2007

ISBN 978-3-7908-1916-8

Metaheuristics

Progress in Complex Systems Optimization

The aim of Metaheuristics: Progress in Complex Systems Optimization is to provide several different kinds of information: a delineation of general metaheuristics methods, a number of state-of-the-art articles from a variety of well-known classical application areas as well as an outlook to modern computational methods in promising new areas. Therefore, this book may equally serve as a textbook in graduate courses for students, as a reference book for people interested in engineering or social sciences, and as a collection of new and promising avenues for researchers working in this field. Highlighted are recent developments in the areas of Simulated Annealing, Path Relinking, Scatter Search, Tabu Search, Variable Neighborhood Search, Hyper-heuristics, Constraint Programming, Iterated Local Search, GRASP, bio-inspired algorithms like Genetic Algorithms, Memetic Algorithms, Ant Colony Optimization or Swarm Intelligence, and several other paradigms.

Features
All papers in the volume are carefully peer-reviewed papers, which include high-interest research papers and tutorials from top researchers. A series of tutorials on developing areas in Metaheuristics are given by some of the top researchers in Metaheuristics: Edmund Burke, Reuven Rubinstein, Eric Taillard, Gilles Pesant, Pierre Hansen, and Stefan Voß. This book may equally serve as a textbook in graduate courses for students, as a reference book for people interested in engineering or social sciences, and as a collection of new and promising avenues for researchers working in this field.

Contents

Fields of interest
Production/Logistics

Target groups
Scientists

Type of publication
Monograph

Due June 2007

ISBN 978-3-7908-1916-8

Linear Programming and its Applications

This book presents a unified treatment of linear programming. Without sacrificing mathematical rigor, the main emphasis of the book is on models and applications. The most important classes of problems are surveyed and presented by means of &nb; mathematical formulations, followed by solution methods and a discussion of a variety of “what if” scenarios. Non-simplex based solution methods and newer developments such as interior point methods are covered along with a variety of approaches that incorporate multiple objectives in the model.

Features
Extended chapter on all major areas of applications, Detailed managerial sensitivity analyses, With a small and fully formulated case study and an extended chapter that deals with models that incorporate multiple objectives, Reader will be able to understand the major phases of the process: the formulation, solution, and the interpretation of the results.

Contents
Linear Algebra, Computational Complexity, Applications, The Simplex Method, Duality, Extensions of the Simplex Method, Postoptimality Analyses, Non-Simplex Based Solution Methods, Problem Reformulations, Multiojective Programming.

Fields of interest

Target groups
Researchers, graduate students

Type of publication
Monograph

Due August 2007

ISBN 978-3-540-73670-7

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Fields of interest

Target groups
Researchers, graduate students

Type of publication
Monograph

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Fields of interest

Target groups
Researchers, graduate students

Type of publication
Monograph

Due August 2007

ISBN 978-3-540-73670-7
Emergence and Survival of New Businesses
Econometric Analyses

Two very topical research questions are addressed in this book: Which are the determinants of new business formation and their survival, and will business start-ups, especially in the service sector, create employment and thereby generate growth? The analysis is based on a unique dataset consisting of the population of all businesses with at least one employee under social security in Germany in all private industries (manufacturing and services). State-of-the-art econometric techniques are used throughout the book, taking into account the multi-dimensional character of the determinants. Using Germany as an example, the book gives a comprehensive review on entrepreneurial activity, and draws the general conclusion that new businesses should not be subsidized with a watering can.

Contents

Fields of interest
Entrepreneurship; Industrial Organization; Econometrics

Target groups
Scientists

Type of publication
Monograph

Due July 2007

Web Information Systems and Technologies
International Conferences WEBIST 2005 and WEBIST 2006, Revised Selected Papers

This book constitutes the thoroughly refereed post-proceedings of the 1st and 2nd International Conference on Web Information Systems and Technologies, WEBIST 2005 and 2006, held in Miami, FL, USA, and Setubal, Portugal, respectively. The 30 revised full papers presented in this volume were carefully reviewed and selected from more than 300 submissions overall. In addition, three keynote presentations are also included. The papers address all relevant aspects of web information systems technologies and applications and are grouped into four parts about internet technology; web interfaces and applications; society, e-business and e-government; and e-learning.

Contents

Fields of interest
e-business and e-commerce; Information Systems; Information Systems Applications (incl.Internet); Computer Applications

Target groups
Researchers and libraries

Type of publication
Proceedings

Due August 2007

56.00 €
ISBN 978-3-540-74062-9

Management by Measurement
Designing Key Indicators and Performance Measurement Systems

A world that is changing faster and faster forces companies to a continuous performance monitoring. Indicators give the impression to be the real engine of organizations or even the economy at large. But performance indicators are not simple observation tools. They can have a deep “normative” effect, which can modify organizational behaviour and influence key decisions. Companies are what they measure! The selection of good performance indicators is not an easy process. This monograph focuses on the designing of a Performance Measurement System (PMS), knowing that “magic rules” to identify them do not exist. Some indicators seem right and easy to measure, but have subtle, counter-productive consequences. Other indicators are more difficult to measure, but focus the enterprise on those decisions and actions that are critical to success. This book suggests how to identify indicators that achieve a balance in these effects and enhance long-term profitability.

Features
Comprehensive monograph (in step with actual practice) on the “art” of designing indicators needed for performance management and quality control.

Contents
Quality and process indicators. - Indicators criticalities and curiosities. - The condition of uniqueness in process representation. - Performance indicators properties. - Designing a performance measurement system. - Indicators, measurements, preferences and evaluations: A scheme of classification according to the representational theory.

Fields of interest
Organization/Planning; Operation Research/Decisions Theory; Information Systems; Quality Control, Reliability, Safety and Risk

Target groups
Researchers and scholars, practitioners in quality control and general management

Type of publication
Monograph

Due August 2007

2007. XI, 242 p. 87 illus. Hardcover
79.95 €
Network Science, Nonlinear Science and Infrastructure Systems

Network Science, Nonlinear Science and Infrastructure Systems has been written by leading scholars in these areas. Its express purpose is to develop common theoretical underpinnings to better solve modern infrastructural problems. It is felt by many who work in these fields that many modern communication problems, ranging from transportation networks to telecommunications, Internet, supply chains, etc., are fundamentally infrastructural problems. Moreover, these infrastructural problems would benefit greatly from a confluence of theoretical and methodological work done with the areas of Network Science, Dynamical Systems and Nonlinear Science. This book is dedicated to the formulation of infrastructural tools that will better solve these types of infrastructural problems.

Features
There is much interest in infrastructural problems these days, including the complexities of transportation, the Internet, supply chains, and many other infrastructural networks. This interest has generated mathematical modeling of physical and virtual infrastructures that emphasize the nonlinear and dynamic nature of flow phenomena on infrastructure networks Will attract considerable attention among [...]  

Contents
A revolution in infrastructure network research and engineering.- Modeling large scale and complex infrastructure systems as computable games.- Networks and dynamics: the structure of the world we live in.- Differential variational inequalities with controls and state-dependent time shifts.- Characterization and monitoring of nonlinear dynamics and chaos in manufacturing enterprise systems.- Evolutionary traffic flow landscapes: a fitness approach for ITS management.- Network connectivity models: an overview and empirical applications in the space economy.- An application of complex [...]  

Fields of interest
Operation Research/Decision Theory; Regional Science; Economic Theory; Mathematical Modeling and Industrial Mathematics; Communications Engineering; Networks; Optimization  

Target groups
Academic researchers, graduate students  

Type of publication
Contributed volume  

Due August 2007

H. Gimpel, University of Karlsruhe, Germany

Preferences in Negotiations

The Attachment Effect

Negotiations are ubiquitous in business, politics, and private life. In many cases their outcome is of great importance. Yet, negotiators frequently act irrationally and fail to reach mutually beneficial agreements. Cognitive biases like overconfidence, egocentrism, and the mythical fixed pie illusion oftentimes foreclose profitable results. A further cognitive bias is the attachment effect: Parties are influenced by their subjective expectations formed on account of the exchange of offers, they form reference points, and loss aversion potentially leads to a change of preferences when expectations change. This book presents a motivation, formalization, and substantiation of the attachment effect. Thereby, preferences and behavior are approached from a microeconomic and psychological perspective. Two experiments show clear evidence for a systematic bias. The results can be used for prescriptive advice to negotiators: either for debiasing or to systematically affect the counterparty.

Fields of interest
Operation Research/Decision Theory; Microeconomics; Game Theory; Economics, Social and Behavioral Sciences; Behavioural Sciences; Psychology, general  

Target groups
Scientists  

Type of publication
Monograph  

Due June 2007


64,95 €  

ISBN 978-3-540-72225-0

M. Grabinski, University of Applied Sciences Neu-Ulm, Germany

Management Methods and Tools

This textbook includes the most important methods and tools for managers and consultants. The author does not restrict himself to describing the scientific methods but also shows how to apply them to real-life situations. The management tools he introduces have been successfully tested during 20 years of experience. The various methods are described and analysed in detail, and many examples illustrate their application. Thus, the textbook gives a fundamental and comprehensive insight into the practice of successful management. It is clearly structured and provides essential in-depth knowledge for students as well as for managers and consultants.

Features
Yet unpublished hints by an insider in management consulting.

Contents

Fields of interest
Programming Techniques; Business/Management Science, general; Finance/Banking; Management; Personnel Management  

Target groups
This book is for Scientists, students and lecturers of business management at universities, colleges, academies and other institutions. As well as Managers, consultants and leaders in the field of industry, trade and banking business.

Type of publication
Professional book  

Due July 2007

2007. 270 p. Softcover

29,90 €  

ISBN 978-3-8349-0383-9
Cooperative Systems
Control and Optimization

Cooperative systems are pervasive in a multitude of environments and at all levels. We find them at the microscopic biological level up to complex ecological structures. They are found in single organisms and they exist in large sociological organizations. Cooperative systems can be found in machine applications and in situations involving man and machine working together. They have some common elements: 1) more than one entity, 2) the entities have behaviors that influence the decision space, 3) entities share at least one common objective, and 4) entities share information whether actively or passively. Because of the clearly important role cooperative systems play in areas such as military sciences, biology, communications, robotics, and economics, just to name a few, the study of cooperative systems has intensified. This book provides an insight in the basic understanding of cooperative systems as well as in theory, modeling, and applications of cooperative control, optimization and related problems.

Fields of interest
Operation Research/Decision Theory; Calculus of Variations and Optimal Control; Optimization; Operations Research, Mathematical Programming; Engineering, general

Target groups
Scientists

Type of publication
Monograph

Due March 2007

Conjoint Measurement
Methods and Applications

The book covers all recent developments in Conjoint Analysis. Leading scientists present theory and applications of this technique. In short, the following models, techniques, and applications are discussed: normative models that maximize return, extension of choice-based conjoint simulations, latent class, hierarchical Bayes modelling, new choice simulators, normative models for representing competitive actions and reactions (based on game theory), applications in diverse areas, computation of monetary equivalents of part worth, share/return optimisation (including Pareto frontier analysis), coupling of conjoint analysis with the perceptual and preference mapping of choice simulator results.

Features
Latest developments in conjoint analysis which is the most important multivariate technique in marketing Covers all hot topics in the field

Contents
Collaborative Research and Development Projects

A Practical Guide

A lot of time and money is invested in collaborative research and development projects at universities, research institutes and companies. But how should these complex projects be planned and run to create valuable commercial outcomes? This book is a manual for all individuals and organisations from academia and industry working together on research and development projects. Whether grant-funded, company to company or academic to company, this inspiring and highly readable book covers winning grant support, the legal arrangements, working with academics and practitioners, managing project progress and exploiting the project results. The examples, practical methods and tips in this book will not only help the reader prepare for grant applications, but more importantly help to achieve the best results and returns from every collaborative project.

Features
Guide to creating and running successful collaborative research and development projects Takes the project team by the hand in the challenging venture ahead of them Helps industrial readers to understand the practicalities of working with academics and it helps academic readers to understand the nature and expectations of their industrial partners

Contents

Fields of interest
Management; Engineering, general; Computer Science, general; Biomedicine general; Technology Management

Target groups
Researchers and practitioners, project managers

Type of publication
Professional book

Due April 2007

39.95 €
ISBN 978-3-540-46052-7

Elements of Multinational Strategy

This textbook on international business integrates the academic study of international trade and foreign direct investment with the actual strategic and operational decisions of exporters and multinational enterprises. The book aims to merge managerial decision making in the internationally oriented firm with the conceptual tools provided by international economics. The book proceeds as follows. Like most firms, we begin with exporting and importing, and tackle issues raised by overseas investment later. We first analyze the gains from trade and then enumerate them and costs of cross-border goods and service transactions. Next we apply the four elements of multinational strategy - factor advantages, trade costs, scale economies, and market size - to the decision of which multinational form best suits each firm. We then take up issues of central importance to firms that invest overseas: exchange rate risk, political risk, taxation, and expatriate assignments.

Features
The author is a well known scholar from Sauder School of Business, Strategy and Business Economics Division, University of British Columbia. He holds the HSBC Professorship of Asian Commerce and has published numerous articles on international business during the last years. Other textbooks currently available often have a chapter on trade theory and the HSBC Professorship of Asian Commerce and has published numerous articles on international business during the last years. Other textbooks currently available often have a chapter on trade theory and another on manufacturing locations, a chapter on trade theory and another on manufacturing locations, a chapter on trade theory and another on manufacturing locations, a chapter on the importance of central decisions in the internationally oriented firm. Therefore, the book proposes a planning process split into the two phases: global production network optimization and individual site selection. To support the former a comprehensive Mixed-Integer Linear Programming model is proposed while an approach based on the Analytic Hierarchy Process is suggested for the latter. Findings from a case study...

Contents

Fields of interest
Business/Management Science, general; International Economics; Management; Entrepreneurship; Regional Science

Target groups
Researchers and scholars

Type of publication
Monograph

Due September 2007

74.95 €
ISBN 978-3-540-44765-8

Strategic Supply Chain Management in Process Industries

An Application to Specialty Chemicals Production Network Design

More and more often practitioners in process industries have to adapt their global production networks to changes in the competitive environment. A majority of the supply network design models proposed by academia do not sufficiently capture the economic and technical questions that have to be resolved. This work seeks to provide the necessary operations research decision support tools. It builds on the example of specialty chemicals industry, which faces a strong increase of competitive pressure and historically grown production networks that typically lack a coherent design strategy. Decision makers have to define a global production network re-design strategy. Therefore, the book proposes a planning process split into the two phases: global production network optimization and individual site selection. To support the former a comprehensive Mixed-Integer Linear Programming model is proposed while an approach based on the Analytic Hierarchy Process is suggested for the latter. Findings from a case study...

Contents

Fields of interest
Production/Logistics; Operation Research/Decision Theory

Target groups
Scientists

Type of publication
Monograph

Due June 2007

64.95 €
Understanding Autonomous Cooperation and Control in Logistics

One of the great challenges in flexible production and supply chains is the availability of necessary information at any time and any place. As a result of increasing dynamical and structural complexity of structures and processes in production it is often impossible to make all necessary information available to a central instance in real time and to perform appropriate measures of control in terms of a defined target system. A fast and flexible adaptation to changing basic conditions ought to be achieved by establishing autonomous logistics processes. In this context several fundamental questions concerning autonomous cooperating logistics processes were investigated: The identification problem: What are autonomous logistics processes and how do they differ from conventionally managed processes? The description problem: Which changes will autonomy cause in order processing? One of the first results is a definition for the term autonomy for applications in engineering science. The constituent [...] Features

Fast and flexible adaptations to changes of basic conditions can be achieved by establishing autonomous logistics processes. The constituent characteristics of the definition for autonomy for applications in engineering science were considered in order to describe autonomous logistic processes. Requirements for modelling of autonomous processes as well as appropriate modelling methods were specified.

Contents


Fields of interest

Engineering Economics, Organization, Logistics, Marketing, Production/Logistics; Information Systems; e-business and e-commerce; Simulation and Modelling

Target groups

Scientists, researchers, academics, corporates, practitioners, lecturers, tutors

Type of publication

Monograph

Due June 2007

J. Jozefowska, Poznan University of Technology, Poznan, Poland

Just-in-Time Scheduling

Models and Algorithms for Computer and Manufacturing Systems

Just-in-Time Scheduling: Models and Algorithms for Real Time Operating Systems is the first expository treatment surveying the theoretical work on computer systems models and algorithms utilized in just-in-time scheduling. With the impact of globalization and supply chains on manufacturing, there are immense amounts of material flowing through supply chains at any given time worldwide. Therefore the scheduling of all the stages of material arriving at different geographical points is a highly significant problem. Moreover, the theoretical work in this area has larger ramifications for operational scheduling in many application areas. The modelling and algorithms presented and illustrated in the book will be done so in the context of extensive use of computer systems in a ‘real time context.’ The book will survey and synthesize all the research in this topical area.

Features

Had its beginnings with Japanese manufacturers establishing the paradigm in the 1980’s and set into motion the inventory systems research that led to the field of Supply Chain Management. As the field of Supply Chain Management matured, maintaining the precise flow of goods to maintain inventories on a ‘just-in-time’ basis remains a major challenge. Has developed operating solutions that have applications in [...] Contents


Fields of interest

Production/Logistics; Management; Industrial and Production Engineering; Engineering Economics, Organization, Logistics, Marketing; Operation Research/Decision Theory; Business/Management Science, general

Target groups

Academics, students and practitioners in manufacturing

Type of publication

Monograph

Due August 2007


79,95 €


H. Jung, State University, Blacksburg, VA, USA; F.F. Chen, State University, Blacksburg, VA, USA; B. Jeong, Yonsei University, Seoul, Korea (Eds.)

Trends in Supply Chain Design and Management

Technologies and Methodologies

New challenges in supply chain design and management emerged after the rapid development of information and network technologies and market requirements. Four of these new technologies are: Radio Frequency Identification (RFID) technology; mobile transaction technology; information handling and storage technology; and multi-agent technology. They can enable companies to change their thinking about supply chain management to cope with these changes. New methodologies include: sustainable supply chain management, advanced supply chain planning, available-to-promise (ATP) systems and lean supply chain design and management. This edited book describes new trends in supply chain design and management with an emphasis on technologies and methodologies and contains guidelines detailing the real-world applications of these technologies and methodologies. This book is of interest to researchers and practitioners and can also be used as a reference handbook by lecturers and postgraduate students in this field.

Features

Describes new trends in supply chain design and management with emphasis on technologies and methodologies. Each chapter contains guidelines detailing the real-world application(s) of the presented technologies and methodologies. Compilation of chapters written by active researchers and practitioners in this field.

Contents


Fields of interest

Engineering Economics, Organization, Logistics, Marketing, Production/Logistics; Management; Operating Procedures, Materials Treatment

Target groups

Researchers, practitioners, postgraduates and researchers

Type of publication

Monograph

Due March 2007


99,95 €

A Risk-Benefit Perspective on Early Customer Integration

Customer integration in the early innovation phase has been considered the method of choice in theory and practice. Growing experience with the concept has shown unexpected side effects that may even outweigh its recognized advantages. Therefore, management needs to be able to assess in advance whether the involvement of customers will add overall value to each particular innovation project. To support but not to replace the final managerial decision, a mathematical formula is developed. It can be applied to all kinds of process structures, takes into account the risks and benefits contingent on a company's situation as well as risk-reducing and benefit-increasing measures and translates them into numerical values. The resulting figure indicates the prospective value of customer integration in a specific project.

Contents

Fields of interest
Organization/Planning; Economic Theory; Technology Management

Target groups
Scientists, innovation managers

Type of publication
Monograph

Due August 2007

Introduction to Modern Time Series Analysis

This book presents modern developments in time series econometrics that are applied to macroeconomic and financial time series. It attempts to bridge the gap between methods and realistic applications. This book contains the most important approaches to analyse time series which may be stationary or nonstationary. Modelling and forecasting univariate time series is the starting point. For multiple stationary time series Granger causality tests and vector autoregressive models are presented. For real applied work the modelling of nonstationary uni- or multivariate time series is most important. Therefore, unit root and cointegration analysis as well as vector error correction models play a central part. Modelling volatilities of financial time series with autoregressive conditional heteroskedastic models is also treated.

Features
Presents recent and modern methods of time series econometrics Combines methods with real world applications

Contents

Fields of interest
Econometrics; Statistics for Business/Economics/Mathematical Finance/Insurance

Target groups
Students, researchers

Type of publication
Monograph

Due August 2007

Information Systems Action Research

Information Systems Action Research is organized into three parts: (1) The first part focuses on the methodological issues that arise when action research methods are conducted. (2) The second part provides examples of action research in practice. (3) The third part will summarize the philosophical foundations of action research and its application as a methodology in Information Systems research and research programs. The book will include chapters from Europe, Australasia, and the Americas representing different traditions and perspectives in action research. These chapters will come from prominent scholars in the areas, who are widely recognized as authors of seminal ideas in action research.

Features
The book will be positioned well in the Information Systems/Information Technology market. The largest consumers of IS research are businesses and organization that employ information technology and systems to support many of their business/organizational functions including finance, marketing, order-taking, production, supply chain management, human resources, and other services. Current IS research is [...]
Successfully Implementing Microsoft Dynamics™
By Using the Regatta® Approach for Microsoft Dynamics™

Does the implementation of Microsoft Dynamics™ contribute to the goals of your company? Does your company itself have the capacity to build a bridge between the Business and IT? Can your employees adopt a flexible attitude on all the related changes? And, probably even more important, is that what they are also willing to do? If you are striving for a full-hearted yes to these questions, this is the book for you. Regatta Dynamics, our methodology for the structured implementation of Microsoft Dynamics™, is based on our firm belief that when you implement Microsoft Dynamics™ there must be a balance between the Business and IT. The consistency and cohesion between the different underlying work streams are hereby of overriding importance for the ultimate result. In this book, we answer the questions mentioned above and describe pragmatically the full implementation process from A to Z. Emphasis is placed on the organizational component of the implementation process and the cohesion with functional [...] 

Features
Learn from SOGETI, a Microsoft Gold Partner, how to implement Microsoft Dynamics™ Combine Product Knowledge about Microsoft Dynamics™ with Knowledge about the SOGETI Regatta® Implementation Process

Contents

Fields of interest
Management of Computing and Information Systems; Information Systems; Information Systems Applications (incl. Internet); Technology Management; Computer Appl. in Administrative Data Processing

Target groups
Professional software developers, consultants, project managers

Type of publication
Professional book

Due May 2007

Software Product Lines in Action
The Best Industrial Practice in Product Line Engineering

Software product lines represent perhaps the most exciting paradigm shift in software development since the advent of high-level programming languages. Nowhere else in software engineering have we seen such breakthrough improvements in cost, quality, time to market, and developer productivity, often registering in the order-of-magnitude range. While the underlying concepts are straightforward enough – building a family of related products or systems by planned and careful reuse of a base of generalized software development assets – the devil can be in the details, as successful product line practice can involve organizational change, business process change, and technology change. The authors ideally combine academic research results with industrial real-world experiences, thus presenting a broad view on product line engineering so that both managers and technical specialists will benefit from reading it. After presenting a common framework for the description of the industrial case studies, they [...] 

Features
Learn from expert experience how to do it right and how to avoid pitfalls Gain information about the first steps in transitioning to or improving the product line approach in your organization Benefit from the largest collection of experiential software product line reports ever gathered in one reference From practitioners to practitioners – the authors worked on many product line projects and had insight in [...] 

Contents

Fields of interest
Software Engineering; Information Systems; Technology Management; Information Systems Applications (incl. Internet); Management of Computing and Information Systems

Target groups
Professionals

Type of publication
Professional book

Due June 2007
Environmental Security in Harbors and Coastal Areas
Management Using Comparative Risk Assessment and Multi-Criteria Decision Analysis

Human experience has shown how great cities, nations, and empires have either collapsed or retired from their predominant stature when natural resources are depleted to an extent that exceeds the ability of the environment to restore or replenish their supply. This book explores the challenges facing coastal areas during the next few decades and the difficult decisions needed to prevent a repeat of the past. Establishing, maintaining or enhancing a sense of environmental security in different coastal regions and improving the management of critical infrastructure will require (i) matching human demands with available environmental resources; (ii) recognition of environmental security threats and infrastructure vulnerabilities; and, (iii) identification of the range of available options for preventing and/or minimizing natural disasters, technological failures, and/or terror actions. This book emphasizes beliefs that the convergence of seemingly disparate viewpoints and often uncertain and limited [...] Features
State-of-the-science approach to current environmental issues Balanced international perspectives, including developing countries Use of advanced quantitative tools to address policy problems Risk assessment and decision analysis applications Case studies in the use of risk assessment and MCDA Contents
Due March 2007

Environmental Security in Harbors and Coastal Areas
Management Using Comparative Risk Assessment and Multi-Criteria Decision Analysis

Human experience has shown how great cities, nations, and empires have either collapsed or retired from their predominant stature when natural resources are depleted to an extent that exceeds the ability of the environment to restore or replenish their supply. This book explores the challenges facing coastal areas during the next few decades and the difficult decisions needed to prevent a repeat of the past. Establishing, maintaining or enhancing a sense of environmental security in different coastal regions and improving the management of critical infrastructure will require (i) matching human demands with available environmental resources; (ii) recognition of environmental security threats and infrastructure vulnerabilities; and, (iii) identification of the range of available options for preventing and/or minimizing natural disasters, technological failures, and/or terror actions. This book emphasizes beliefs that the convergence of seemingly disparate viewpoints and often uncertain and limited [...] Features
State-of-the-science approach to current environmental issues Balanced international perspectives, including developing countries Use of advanced quantitative tools to address policy problems Risk assessment and decision analysis applications Case studies in the use of risk assessment and MCDA Contents
Due March 2007

Innovation and Technology in Korea
Challenges of a Newly Advanced Economy

Only inadequately perceived by the Western public, Korea has transformed into an economic heavy weight during recent decades. The Korean government believes it can turn it into one of the top 10 competitive economies until 2010. This goal does not sound overambitious as Korea has undergone tremendous efforts in order to forge ahead in the field of research and development. In some high tech industries, Korean firms have advanced into leading players in the global market place and are increasingly challenging their international competitors. Against this background, the volume offers an in-depth analysis of the Korean innovation system and shows how its science and technology policies actually work. As Korea’s economy is now reaching the status of a newly advanced economy, the book also takes a close look on ongoing structural changes in the course of economic globalization.

Features
Korea’s technological development and catching up from an economic perspective Strategic aspects of Korea’s innovation system Various approaches: general economic, industry-specific as well as cross-sectoral Contents
Part I: General Surveys. Part II: Cross-cutting Issues. Part III: Sectoral Issues. Fields of interest R & D/Technology Policy; Technology Management; Development Economics Target groups Researchers and professionals interested in Asian economies Type of publication Monograph
Due April 2007

69,95 € ISBN 978-3-7908-1913-7
Knowledge Management Systems

Information and Communication Technologies for Knowledge Management

Information and knowledge have profoundly transformed businesses, organizations and society. Knowledge management promises concepts and instruments that help organizations to provide an environment supportive of knowledge creation, sharing and application. Information and communication technologies are often regarded as the enabler for the effective and especially efficient implementation of knowledge management. The book presents an almost encyclopedic treatise of the many important facets, concepts and theories that have influenced knowledge management and integrates them into a framework consisting of strategy, organization, systems and economics guiding the design of successful initiatives. The third edition particularly extends coverage of the two pillars of implementing knowledge management initiatives, i.e. organization and systems.

Features
Presents the conceptual roots of knowledge management and knowledge management systems Identifies key strategic issues of knowledge management and links it to corporate strategy Gives guidelines for organisational design of knowledge management initiatives

Contents

Fields of interest
Information Systems; Information Systems Applications (inc.Internet); Organization/Planning

Target groups
Researchers, graduate students

Type of publication
Monograph

Due June 2007

Hidden Markov Models in Finance

A number of methodologies have been employed to provide decision making solutions to a whole assortment of financial problems in today’s globalized markets. Hidden Markov Models in Finance by Mammon and Elliott will be the first systematic application of these methods to some special kinds of financial problems; namely, pricing options and variance swaps, valuation of life insurance policies, interest rate theory, credit risk modeling, risk management, analysis of future demand and inventory level, testing foreign exchange rate hypothesis, and early warning systems for currency crises. This book provides researchers and practitioners with analyses that allow them to sort through the random “noise” of financial markets (i.e., turbulence, volatility, emotion, chaotic events, etc.) and analyze the fundamental components of economic markets. Hence, Hidden Markov Models in Finance provides decision makers with a clear, accurate picture of core financial components by filtering out the random noise in [...] Features
Robert J. Elliott is a distinguished research professor who has developed the area of Hidden Markov Models and Rogenar Mammon is a young researcher who is focusing his research efforts in this area. Robert Elliott has published exclusively in the area of Hidden Markov Models, and he is the author of leading books in the field — Hidden Markov Models and Mathematics of Financial Markets Leading researchers have [...]

Contents
Exact solution of the term structure of interest rates under regime-switching risk.- Term structure of interest rates in a hidden Markov setting.- Fair valuation of participating life insurance policies with regime-switching.- Pricing options and variance swaps in Markov-modulated Brownian markets.- Smoothed parameter estimation for a hidden Markov model.- Filtering of hidden Markov chain-discrete range observations.- Filtering of a partially observed inventory system.- Empirical investigation of the [...] Features
First-ever editorial volume on microfinance investment funds Wide and unique range of perspectives and voices in the field of microfinance Special features include an overview on the market for investment in microfinance, the risk assessment of microfinance, foreign exchange risk, and corporate governance

Contents

Microfinance investment funds are a recent development that will grow in importance. These funds expand the range of opportunities for financing microfinance institutions, enabling them to offer greater outreach and diversity of products for microentrepreneurs and small businesses. Microfinance now spans the range of finance, from the most simple enterprise to the complexity of capital markets. KfW actively promotes microfinance investment funds and other activities that facilitate the growth of microfinance. This book is an expression of KfW’s role as information broker and trend setter. The authors who contributed to this collection offer a comprehensive range of perspectives and themes related to microfinance investment and its promotion.

Fields of interest
Finance/Banking; Development Economics; Financial Economics

Target groups
Professionals in banks and financial institutions as well as in development assistance agencies; researchers

Type of publication
Monograph

Due June 2007
**Rethinking Knowledge Management**

From Knowledge Objects to Knowledge Processes

Rethinking Knowledge Management: From Knowledge Objects to Knowledge Processes readdress fundamental issues in knowledge management, leading to a new area of study: knowledge processes. These integrate research across a variety of fields, thus reasserting the fundamental insights of knowledge management in organizations and societies. Knowledge processes go far beyond traditional information acquisition and processing by stressing the importance and creative potential of human expression, communication, and learning for successful economic planning and meaningful personal and social existence. McNerney’s and Day’s superb authors from various disciplines offer new and exciting views on knowledge acquisition, generation, sharing and management in a post-industrial environment. Their contributions discuss problems of knowledge acquisition, handling, and learning from a variety of perspectives. Rather than the traditional notion of stores of knowledge that we hold in our mind, the view presented in [...]**

**Contents**

Conversations for Reflection (M. Aakhus) - An Activity Centered Framework for Knowledge Management (S. Gourlay) - Trust and Knowledge Sharing in Organizations (C. McNerney, S. Mohr) - The Practice Gap (C. Simard, R. E. Rice) - Can Organizations really learn? (E. Turc, Ph. Baumard) - Managing Knowledge for Innovation (L. Swan) - Where and When was Knowledge managed (E. Davenport, K. Horton) - Knowledge Processes and Communication Dynamics in Mobile Telework (D. Hulop) - The Critical Role of the Librarian (Information Officer as Boundary Spanner across Cultures (R. M. Mason) - [...]**

**Fields of interest**

Library Science; Organization/Planning; Information Systems and Communication Service; Sociology; Computers and Society

**Target groups**

Libraries, researchers in knowledge and information management, information scientists

**Type of publication**

Monograph

Due June 2007

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**Systemic Governance and Accountability**

**Working and Re-Working the Conceptual and Spatial Boundaries**

Systemic Governance addresses accounting and accountability and develops conceptual tools to enhance the capacity of policy makers and managers. The structures and processes of international relations and governance need to be re-considered to allow diversity to the extent that is does not undermine the freedoms of others. The book makes a plea for systemic governance. Policy makers and managers need to work with rather than within theoretical and methodological frameworks to achieve multi-dimensional and multilayered policy decisions. Conceptual tools can be used to enhance systemic governance. The closest we can get to truth is through compassionate dialogue that explores paradoxes and considers the rights and responsibilities of caretakers. Case studies and conceptual tools enliven the text.

**Features**

Follows a practical approach including case studies and conceptual tools

**Contents**


**Fields of interest**

Systemic Governance and Modelling. - Share the Stored Knowledge. - Implementing Knowledge Objects. - Knowledge and Modelling. - Detailed Capture and Modelling. - Knowledge Objects to Knowledge Processes readdress fundamental issues in knowledge management, leading to a new area of study: knowledge processes. These integrate research across a variety of fields, thus reasserting the fundamental insights of knowledge management in organizations and societies. Knowledge processes go far beyond traditional information acquisition and processing by stressing the importance and creative potential of human expression, communication, and learning for successful economic planning and meaningful personal and social existence. McNerney’s and Day’s superb authors from various disciplines offer new and exciting views on knowledge acquisition, generation, sharing and management in a post-industrial environment. Their contributions discuss problems of knowledge acquisition, handling, and learning from a variety of perspectives. Rather than the traditional notion of stores of knowledge that we hold in our mind, the view presented in [...]**

**Target groups**

Libraries, researchers in knowledge and information management, information scientists

**Type of publication**

Monograph

Due March 2007

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**Knowledge Acquisition in Practice**

A Step-by-step Guide

Recent years have seen an upsurge of interest in knowledge. Leading organisations now recognise the importance of identifying what they know, sharing what they know and using what they know for maximum benefit. Many organisations employ knowledge engineers to capture knowledge from experts using the principles and techniques of knowledge engineering. The emphasis is on a structured approach built on a sound understanding of the psychology of expertise and making use of knowledge modelling methods and the latest web technologies. Knowledge Acquisition Projects is the first book to provide a detailed step-by-step guide to the methods and practical aspects of acquiring, modelling, storing and sharing knowledge. The reader is led through 47 steps from the inception of a project to its successful conclusion. Each step is described in terms of the reasons for the step, the required resources, the activities to be undertaken, and the solutions to common problems. In addition, each step has a checklist [...]**

**Features**

Only book to present a step-by-step guide that walks the reader through a knowledge acquisition project, presenting a methodology that can be used for any area of expertise and any type of expert Will enable the reader to identify, capture, store and disseminate expertise that is vital to an organisation in an efficient and effective manner that minimises the resources required whilst maximising the use and [...]**

**Contents**


Knowledge engineers; knowledge workers; chief knowledge officers; ontological engineers

**Type of publication**

Manual

Due June 2007
Funds, Flows and Time

An Alternative Approach to the Microeconomic Analysis of Productive Activities

This book deals with concepts of microeconomic production theory, using the fund-flow model of Nicholas Georgescu-Roegen as a basic reference. This long-neglected model allows for a representation of productive operations that incorporates the time dimension and can be easily accommodated to empirical application. Through a detailed analysis of the organization of productive processes, the authors establish a link between the practical tools of process timing optimization used in operational research, and the fund-flow model. In addition, they go beyond the original model by extending the analysis to service activities, making special reference to transport operations and the development of information assets. The book sheds new light on long-established concepts of microeconomic production theory and combines general theoretical analysis with references to management tools.

Contents

Anatomy of the production process.- Productive deployment of elementary processes.- Characteristics of line process.- The fund-flow model and the production function.- The fund-flow model and service activities.- Costs.

Fields of interest

Microeconomics; Production/Logistics; Engineering Economics, Organization, Logistics, Marketing

Target groups

Scientists, graduate students

Type of publication

Monograph

Due May 2007

Revenue Management with Flexible Products

Models and Methods for the Broadcasting Industry

Remarkable features of revenue management (RM) problems in the cargo, manufacturing and broadcasting industries are so-called flexible products. ‘Flexibility’ means that the actual mode of production is not defined at the time of purchase, but can be chosen later on by the service provider. This book is among the first to analyze RM problems with flexible products and RM in broadcasting companies. The implications of flexibility are explicitly taken into account in the models and methods presented. As an aside, the book contains descriptions of algorithms to generate stochastic demand data streams for general RM problems. An implementation as a Microsoft Windows executable file is available, which can directly be used both by theoreticians and practitioners in their own simulation studies. This book will be of great value for researchers, managers and students interested in RM with flexible products in general and broadcasting companies in particular.

Contents

Defining Revenue Management.- Capacity Control and Overbooking.- Recent Advances in Revenue Management.- Evaluating Revenue Management Techniques: Instance Generation.- Simulation of Stochastic Demand Data Streams.- Revenue Management in Broadcasting Companies.- Conclusion.

Fields of interest

Management; Operation Research/Decision Theory; Media Management; Marketing

Target groups

Scientists

Type of publication

Monograph

Due June 2007

Real Estate Investments in Germany

Transactions and Development

The real estate market in Germany is on the move. Not only are major real estate portfolios changing hands but a considerable number of small portfolios and individual properties are also being developed and sold. Against this backdrop, this publication provides investors and project developers with practical explanations of the legal, tax and economic requirements surrounding real estate investments in Germany.

Features

Concise and relevant legal advice to manage and evaluate real estate projects or transactions in Germany

Contents


Fields of interest

International & Foreign Law; Management; Commercial Law

Target groups

Foreign investors, project developers, attorneys, consultants

Type of publication

Monograph

Due June 2007

Real Estate Investments in Germany

Transactions and Development

The real estate market in Germany is on the move. Not only are major real estate portfolios changing hands but a considerable number of small portfolios and individual properties are also being developed and sold. Against this backdrop, this publication provides investors and project developers with practical explanations of the legal, tax and economic requirements surrounding real estate investments in Germany.

Features

Concise and relevant legal advice to manage and evaluate real estate projects or transactions in Germany

Contents


Fields of interest

International & Foreign Law; Management; Commercial Law

Target groups

Foreign investors, project developers, attorneys, consultants

Type of publication

Monograph

Due June 2007
Corporate Taxation in a Dynamic World

This book analyzes the economic principles of modern corporate taxation. With respect to the existing products it represents a novelty in at least two respects. First of all, it analyzes not only the effects of taxation on firms’ marginal choices, but also focuses on the impact of taxation on discrete choices, such as plant location, R and D investment, and new marketing programs. The second novelty is represented by the application of option pricing techniques to corporate taxation. To give an idea of the importance of options it is sufficient to say that managers are aware that new business programs are an opportunity and not an obligation. This means that they behave as if they owned option rights. Due to the partial irreversibility of their choices, they know that the exercise of such options reduces their business flexibility.

Features
Focuses on the impact of taxation on decisions like plant location, R and D investment, and new marketing programs Applies option pricing techniques to corporate taxation

Contents
Basic issues: The real option approach. - The entrepreneurial decision. - The choice of the organizational form. - The tax treatment of debt financing. - Foreign Direct Investment and tax avoidance. - Policy issues: Corporate tax base options. - Broad or narrow bases? - Risk-adjusted or risk-free imputation rate? - Full loss offset or no-loss offset? - B-based or S-based taxation? - Conclusions and topics for future research.

Fields of interest
Public Finance; Business Taxation

Target groups
Researchers

Type of publication
Monograph

Due May 2007

Private Equity Exits
Divestment Process Management for Leveraged Buyouts

Private Equity Exits provides the first comprehensive analysis of private equity divestment processes - so-called ‘exits’ - for European buyouts. The work is designed as a compendium of current scientific knowledge on portfolio company exits and also provides deeper insights into various aspects of divestment processes, which is underpinned by own extensive empirical analysis and findings. Examining the efficiency of exits, this book offers recommendations and guidelines for an integrated and exit-oriented private equity portfolio management and provides a detailed assessment of exit decision drivers. Findings contribute to a clearer understanding and better predictability of exit behavior. The work highlights the growing need for pro-active as well as thoroughly planned divestment strategies, efficient executions, and the importance and value of paying attention also to other stakeholders’ interests when selling stakes in businesses.

Features
Provides the first comprehensive analysis of private equity divestment processes - so-called ‘exits’ - for European buyouts

Contents

Fields of interest
Finance /Banking; Quantitative Finance

Target groups
Researchers and practitioners in the area of private equity portfolio management

Type of publication
Monograph

Due March 2007

2007. XI, 413 p. Hardcover
89,95 €
ISBN 978-3-540-70953-4

Entrepreneurship in the United States
The Future Is Now

Entrepreneurship is among the most vibrant and important parts of the economy. This important book enhances understanding of entrepreneurial dynamics, providing the first analysis of changes in US entrepreneurial activity. Based on the unprecedented Panel Study of Entrepreneurial Dynamics, it examines adult participation in new firm creation and differences in regional firm creation activity.

Features
A current, comprehensive overview of entrepreneurial activity in the United States Unique source of data and analysis giving insight to contributors, issues, and policy implications Future oriented recommendations drawn from analysis

Contents

Fields of interest
Entrepreneurship; Regional Science; Business/Management Science, general

Target groups
Entrepreneurial researchers, social scientists, and policy researchers with a focus on the business creation process and the extent of population participation in new firm creation

Type of publication
Monograph

Due September 2007

74,95 €
Flow Shop Lot Streaming

Lot streaming is a process of breaking a batch of jobs into smaller lots, and then processing these in an overlapping fashion on the machines. This important concept can significantly improve the overall performance of a production process, and thereby make the operation of a manufacturing system lean. Flow Shop Lot Streaming introduces the reader to this significant production process, presents various analysis techniques, and allows the reader to quickly become conversant with the state-of-the-art techniques necessary to embark on new research directions. This text begins with an introduction to and a brief historical perspective of the lot streaming problem, and continues with generic mathematical models for this problem. Flow Shop Lot Streaming presents systematic analysis, algorithms, key ideas and illustrative examples using 2-machine, 3-machine, and the general m-machine flow shop lot streaming problems. &nbsp; Flow Shop Lot Streaming will appeal to production and operations management [...] 

Features

 Discusses the process of 'Lot Streaming' and how it can significantly improve the overall performance of a production process, and thereby, make the operation of a manufacturing system lean. Provides a complete introduction to the Flow Shop Lot Streaming Problem and provides a historical perspective. Presents algorithms for a variety of lot streaming problems with numerical illustrations for ease of [...] 

Contents


Fields of interest

Industrial and Production Engineering; Operation Research/Decision Theory; Engineering Economics, Organization, Logistics, Marketing; Production/Logistics

Target groups

Production and operations management engineers, researchers and academics involved in the study of manufacturing systems

Type of publication

Professional book

Due August 2007

2007. Approx. 300 p. Hardcover

114.95 €

Innovation, Market Archetypes and Outcome

An Integrated Framework

Innovation is the key to firm competitiveness and growth yet studying innovation is much like the ancient parable about a group of blind men each touching a different part of an elephant. This book is a fresh new approach to understanding innovation – market linkages using one unified framework. The book examines an integrated innovation environment. Four market archetypes as well as the market outcome for each archetype are described. Innovation dynamics including commoditization, the constant innovation challenge and the sustainability of innovation are analyzed along with cases including the iPod, Lego, Barbie, the browser wars and Google. A diagnostic matrix is presented which enables one to take a ‘snapshot’ of a product in the innovation environment. This book is an invaluable tool for the academic, the manager and the consultant to understand ‘where’ a firm is located in an innovation environment, ‘why’ it is so located and provides valuable clues as to ‘what’ to do when designing strategy.

Contents


Fields of interest

Technology Management; R & D/Technology Policy

Target groups

Researchers and scholars

Type of publication

Monograph

Due May 2007

2007. XI, 202 p. 70 illus. Hardcover

79.95 €
ISBN 978-3-7908-1945-8

The New NASDAQ Marketplace

The NASDAQ Stock Market has been reengineered in recent years from a competitive dealer market to a modern hybrid. The broader NASDAQ marketplace, including ECNs and ATSs, has also experienced substantial growth and development. This conference brought together leading buy-side and sell-side participants and NASDAQ executives to put these changes into sharper focus. The resulting book assesses both the current market structure and the direction in which the new NASDAQ marketplace is heading.

Features

Assesses both the current market structure and the direction in which the new Nasdaq marketplace is heading by leading buy-side and sell-side participants and Nasdaq executives

Contents


Fields of interest

Finance /Banking; Business/Management Science, general

Target groups

Securities markets professionals

Type of publication

Proceedings

Due May 2007


69.95 €
ISBN 978-0-387-48600-0
The Business Plan
How to Win Your Investors’ Confidence

This book provides the essentials to write a successful business plan. The represented methods and best practices have been approved over many years in practice with many management consulting engagements. The book is easily structured, it has a pragmatic emphasis and an autodidactic approach. The reader gets acquainted with the skills and competencies as well as tools, required for the planning and development of the business plan project. This way of approach gives even those readers, with less background in business, a professional and excellent introduction to the field of business planning. Each section of the book closes with a set of crucial key questions, in the manner of a quick due diligence, these results essentially give a roadmap, independent of the industries applied. The book allows the reader to make up a clear and transparent portrait about his/her company respectively entrepreneurial intention. By this way, the reader is able to estimate himself/herself the real risks and chances.

Features
Provides the experience and best practices of a leading consulting firm Contains crucial questions that give a roadmap to the writing of a business plan

Contents

Fields of interest
Management; Entrepreneurship; Organization; Planning

Target groups
Practitioners

Type of publication
Professional book

Due August 2007

34.95 €

Business & Management

Costs and Benefits of Collective Pension Systems

The Dutch pension system is often praised as one of the best in the world: it is efficient, it provides certainty to participants and it preserves cohesion and solidarity among workers and pensioners. This book presents these benefits in detail, supported by quantitative evidence. It also discusses the aspects of the system that are less favourable, however, such as implicit value transfers from younger to older generations that limit mobility of labour. The analyses of both benefits and costs will help pension fund managers, boards of trustees, supervisors, and researchers to understand and to improve pension systems currently in place around the world. "The Dutch are the globe’s thought-leaders in the design and implementation of retirement income systems. This book offers the rest of the world a first-hand opportunity to learn why this is the case" (Keith Ambachtsheer, Director, Rotman International Centre for Pension Management University of Toronto)

Features
Explicitly recommended by Robert C. Merton (诺贝尔 laureate), Bert Rurup (pension system advisor to the German Federal Government), Brett Hammond (Managing Director TIAA-Cref, a leading pension fund in the USA), and many others

Contents

Fields of interest
Economic Policy; Finance /Banking; Financial Economics; Microeconomics

Target groups
Researchers

Type of publication
Monograph

Due June 2007

69.95 €

Bank Capital and Risk-Taking
The Impact of Capital Regulation, Charter Value, and the Business Cycle

The year-long consultations on Basel II mirror the international popularity of capital requirements as a regulatory instrument. Yet, the impact of capital requirements on banks’ behavior is not fully understood. The aim of this study is to contribute to this understanding by answering the following questions: How do banks adjust capital and risk after an increase in capital requirements? How do banks adjust their regulatory capital buffer over the business cycle? And, what is the impact of banks’ charter value on the regulatory capital buffer?

Contents

Fields of interest
Finance /Banking; Financial Economics; Microeconomics

Target groups
Researchers

Type of publication
Monograph

Due June 2007

69.95 €
ISBN 978-3-540-74373-6
Semantic Web Services

In just a few years, service-oriented architectures (SOA) and Web services not only gained considerable interest in computer science research, they were also taken up with unanimity by all major international players in the IT industry. However, and in spite of all existing standards, in most SOA applications human intervention is still required, for example to interpret the semantics of informal descriptions or to harmonize incompatible data schemata. Semantic Web services combine Web services communication technology with the intelligent processing of ontology-based metadata to achieve highly integrated enterprise application integration scenarios, for service look-up, schema matching, or protocol negotiation, for example. Rudi Studer and his team deliver a self-contained compendium about this exciting field, starting with the basic standards and technologies and also including advanced applications in eGovernment and eHealth. The contributions provide both the theoretical background and [...] Features

Complete and self-contained coverage of Semantic Web Services Balance between theoretical foundations and practice-oriented topics Fair and comprehensive survey, not committed to a specific standard or approach

Contents


Information Systems Applications (incl.Internet); Information Systems; Artificial Intelligence (incl. Robotics); e-business and e-commerce; Computer Appl. in Administrative Data Processing; Computer Communication Networks

Target groups

Researchers in academia and industry, graduate students

Type of publication

Monograph

Due August 2007

Agent-Based Approaches in Economic and Social Complex Systems IV

Agent-Based Modeling/Simulation (ABM/ABS) is an emerging field that enables bottom-up and experimental analysis in social sciences such as economics, management, sociology and politics. The chapters of this book are the selected papers from those presented the Third International Workshop on Agent-Based Approaches in Economic and Social Complex Systems held in Tokyo, Japan in 2005. Articles in this book covers methodological issues, computational model/software, combination with gaming simulation, and real-world applications to economic, management/organizational and social issues.

Features

Offers topics related to Agent-Based Approaches in Economic and Social Complex Systems to promote worldwide activities of the multi-disciplinary community on multiagent, computational economics, organizational science, social dynamics, and complex systems

Contents

Gaming and Education.- Market and policy.- City and local community.- Network.- Learning Agents.- Methodology and tools.

Fields of interest

Simulation and Modeling; Organization/Planning; Operation Research/Decision Theory; Personality & Social Psychology

Target groups

Researchers, scientists

Type of publication

Proceedings

Due April 2007

2007, X, 360 p. Hardcover

89,95 €

ISBN 978-4-431-71306-7

Agent-Based Approaches in Economic and Social Complex Systems

Advancing Social Simulation

The First World Congress

Agent-based modeling and social simulation have emerged as both developments of and challenges to the social sciences. The developments include agent-based computational economics and investigations of theoretical sociological concepts using formal simulation techniques. Among the challenges are the development of qualitative modeling techniques, implementation of agent-based models to investigate phenomena for which conventional economic, social, and organizational models have no face validity, and the application of physical modeling techniques to social processes. Bringing together diverse approaches to social simulation and research agendas, this book presents a unique collection of contributions from the First World Congress on Social Simulation, held in 2006 in Kyoto, Japan. The work emerged from the collaboration of the Pacific Asian Association for Agent-Based Approach in Social Systems Sciences, the North American Association for Computational Social and Organizational Science, and the [...] Features

Offers topics related to social simulation and agent-based approaches in economic and social complex systems to promote worldwide activities of the multi-disciplinary community on multiagent, computational economics, organizational science, social dynamics, and complex systems Contributors are from not only Japan but also from US and Europe

Fields of interest

Simulation and Modeling; Organization/Planning; Operation Research/Decision Theory

Target groups

Researchers, scientists

Type of publication

Monograph

Due August 2007

2007, X, 360 p. Hardcover

89,95 €

ISBN 978-4-431-71306-7
Outsourcing to India - A Legal Handbook

B. Vagadia, London, UK

For the benefits offered by outsourcing and offshoring, organisations outsourcing to India must however recognise that there are real risks involved, and allocating such risk through a well-constructed contract is a crucial step in minimizing such risk. As is the case with respect to any material agreement, the structure of an outsourcing agreement is important because it embodies the rights, remedies, duties and obligations of the parties and provides a blueprint for the parties’ relationship. When contracts transcend national boundaries, the national legal regime of any single country becomes inadequate. When the parties to the contract are located in different countries, at least two systems of law impinge upon the transaction and the rules of International Law come into play. Clauses however addressing certain issues can only be governed by Indian Law. Specific legal factors around Data Processing, Intellectual Property and staffing implications (TUPE) must also be given careful consideration.

Features
Concise, digestible and relevant legal advice to ensure the outsourcing deal delivers on its promise Checklist for companies to ensure critical factors are adequately addressed within their contract with the service provider.

Contents
Background and snapshot of key issues.
Outsourcing fundamentals.
Attitudes to outsourcing worldwide.
Selecting a outsourcing service provider.
The Indian judiciaral system.
Critical contract considerations – jurisdiction issues.
Allocation of risk into the contract.
Privity of contract.
Project management.
Contract discharge and methods to reduce liability.
Pricing.
Transition-in and change control.
Scope of services to be outsourced.
Service Level Agreement (SLA).
Contract enforcement.
Contract termination procedures.
Unenforceable contract terms under Indian legal [...]

Fields of interest
International & Foreign Law; Management; Commercial Law

Target groups
Lawyers, solicitors, business and IT directors, senior managers within any company contemplating outsourcing, outsourcing suppliers, consultants and general business advisors

Type of publication
Professional book

Due August 2007


K.-H. Waldmann, University of Karlsruhe, Germany; U.M. Stocker, University of Karlsruhe, Germany (Eds.)


Selected Papers of the Annual International Conference of the German Operations Research Society (GOR), Jointly Organized with the Austrian Society of Operations Research (OGOR) and the Swiss Society of Operations Research (SVOR)

This volume contains a selection of papers referring to lectures presented at the symposium "Operations Research 2006" (OR 2006) held at the University of Karlsruhe, September 6 – 8, 2006. This international conference took place under the auspices of the Operations Research Societies of Germany (GOR), Austria (OGOR), and Switzerland (SVOR). The symposium was attended by more than 600 academics and practitioners from 35 countries. It presented the state of the art in Operations Research and related areas in Economics, Mathematics, and Computer Science and demonstrated the broad applicability of its core themes, placing particular emphasis on Basel II, one of the most topical challenges of Operations Research.

Contents
Part II: GOR Dissertationspreis 2006.
Part IV: Plenary and Semi-Plenary Talks.
Part V: Business Intelligence, Forecasting and Marketing.
Part VI: Discrete and Combinatorial Optimization.
Part IX: Finance, Banking and Insurance.
Part X: Health and Life Science.
Part XI: Logistics and Transport.
Part XII: Managerial Accounting and Auditing.
Part XIV: [...] Fields of interest
Operation Research/Decision Theory; Operations Research, Mathematical Programming

Target groups
Scientists and practitioners

Type of publication
Proceedings

Due May 2007

129,95 €
ISBN 978-3-540-69994-1

Business Process Management

M. Weske, HP, U Potsdam, Germany

Business process management is usually treated from two different perspectives: business administration and computer science. While business administration professionals tend to consider information technology as a subordinate aspect for experts to handle, by contrast computer scientists often consider business goals and organizational regulations as terms that do not deserve much thought but require the appropriate level of abstraction. Mathias Weske argues that the communities involved need to share a common understanding of the principles underlying business process management. To this end, he develops an overall picture that describes core BPM concepts and technologies and explains their relationships. This picture covers high-level business aspects like business goals, strategies, and value chains, but it concentrates on process modeling techniques and process enactment platforms, taking into account the different stakeholders involved. After starting with a presentation of general [...] Fields of interest
Computer Appl. in Administrative Data Processing; Information Systems; Information Systems Applications (incl.Internet); e-business and e-commerce; Software Engineering

Target groups
Graduate students, advanced professionals

Type of publication
Graduate/advanced undergraduate textbook

Due September 2007

2007 XIV, 386 p. 265 illus. Hardcover
59,95 €
ISBN 978-3-540-73521-2
**Foreign-Exchange-Rate Forecasting with Artificial Neural Networks**

The book focuses on forecasting foreign exchange rates via artificial neural networks. It creates and applies the highly useful computational techniques of Artificial Neural Networks (ANNs) to foreign-exchange-rate forecasting. The result is an up-to-date review of the most recent research developments in forecasting foreign exchange rates coupled with a highly useful methodological approach to predicting rate changes in foreign currency exchanges. Foreign Exchange Rate Forecasting with Artificial Neural Networks is targeted at both the academic and practitioner audiences. Managers, analysts and technical practitioners in financial institutions across the world will have considerable interest in the book, and scholars and graduate students studying financial markets and business forecast will also have considerable interest in the book.

**Features**
The book’s modeling framework is multi-level enabling agent of an intelligent foreign-exchange-rate-forecasting methodology. Adding to the methodology is a decision-support system, which can be delivered by both a client/server model and widely-used web technologies &nbsp;Because of the highly useful computational techniques of Artificial Neural Networks (ANNs) to foreign-exchange-rate forecasting, managers, [...] 

**Contents**

**Fields of interest**
Finance &Banking; Quantitative Finance; Operation Research/Decision Theory; Artificial Intelligence (incl. Robotics); Computational Mathematics and Numerical Analysis; Computing Methodologies

**Target groups**
Financial practitioners and academics

**Type of publication**
Monograph

**Due August 2007**

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**Strategic Retail Management**

Strategic Retail Management - Test and International Cases is devoted to the dynamic development of retailing. The various strategy concepts adopted by retailing companies and their implementation in practice are at the core of the book. This is not a traditional textbook or collection of case studies, but is intended to demonstrate the complex and manifold questions of retail management in the form of 15 lessons that provide a thematic overview of key issues and illustrate them with the help of comprehensive case studies. Internationally known retail companies are used as examples to facilitate an understanding of what is involved in strategic retail management and to present some best practices. Furthermore, the book can be used in education as a basis for working with case studies. For this purpose, the case studies are integrated into the lessons in such a way that they provide additional content and a specific application of the individual lessons. That is, they form part of the main [...] 

**Features**
Retail management in 15 lessons Each lesson includes a thematic overview of key issues and a comprehensive case study

**Contents**

**Fields of interest**
Management; Marketing; Business/Management Science, general; Organization/Planning; Production/Logistics

**Target groups**
Students, practitioners

**Type of publication**
Professional book

**Due June 2007**

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**Modeling Data Irregularities and Structural Complexities in Data Envelopment Analysis**

DEA is computational at its core and this book will be one of several books that we will look to publish on the computational aspects of DEA. This book by Zhu and Cook will deal with the micro aspects of handling and modeling data issues in modeling DEA problems. DEA’s use has grown with its capability of dealing with complex “service industry” and the “public service domain” types of problems that require modeling both qualitative and quantitative data. This will be a handbook treatment dealing with specific data problems including the following: (1) imprecise data, (2) inaccurate data, (3) missing data, (4) qualitative data, (5) outliers, (6) undesirable outputs, (7) quality data, (8) statistical analysis, (9) software and other data aspects of modeling complex DEA problems. In addition, the book will demonstrate how to visualize DEA results when the data is more than 3-dimensional, and how to identify efficiency units quickly and accurately.

**Features**
There certainly is a need for such a book. We have had issues for a long time on how to deal with computation/data variety problems in the DEA literature. The authors are well recognized in the areas and have done substantial research and consulting in the computational and data areas in DEA. I believe the book will be of high quality based upon their authority and experience Wade Cook and Joe Zhu are well [...] 

**Contents**
Data irregularities and structural complexities in DEA.- Rank order data in DEA.- Interval and ordinal data.- Variables with negative values in DEA.- Non-discretionary inputs.- DEA with undesirable factors.- European nitrate pollution regulation and French pig farms’ performance.- PCA-DEA.- Mining non-parametric frontiers.- DEA presented graphically using multi-dimensional scaling.- DEA models for supply chain or multi-stage structure.- Network DEA.- Context-dependent data envelopment analysis and its use.- Flexible measures—classifying inputs and outputs.- Integer DEA models.- DEA with [...] 

**Fields of interest**
Operation Research/Decision Theory; Econometrics; Business/Management Science, general; Operations Research, Mathematical Programming; Public Finance

**Target groups**
Professor, researchers, and graduate students

**Type of publication**
Contributed volume

**Due July 2007**

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99,95 €
ISBN 978-3-8349-0287-0

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2007. VIII, 334 p. Hardcover

79,95 €
ISBN 978-0-387-71606-0
Corporate Ethics and Corporate Governance

Corporations are under fire. Hardly a day goes by that executive conduct doesn’t appear as a topic – or, more accurately, as a problem – in the media. This leads to increased public pressure on corporations, many of whom are reacting and publicly assuming their corporate responsibility. This book represents an introduction to and overview of the diverse aspects of the ethical challenges confronting companies today. It introduces executives, students and interested observers to the complex trends and developments in business ethics. On the one hand, this book presents industry-specific topics in ethics, and on the other provides a general, interdisciplinary survey of the ethical dimensions of management and business.

Features
General, interdisciplinary survey of the ethical dimensions of management and business
Mix of internationally renowned and most cited publications and new original articles from upcoming stars in the field of Business Ethics
With industry-specific case studies
Hot topic of public interest

Contents
Setting the Scene.- Leading Self and Others.- Organizational Ethics.- Business in Society.- Global Corporate Ethics.

Fields of interest
Management; Ethics

Target groups
Business executives, students of management science

Type of publication
Collection of essays

Due June 2007

2007. VII, 332 S. Hardcover

79,95 €
ISBN 978-3-540-70817-9
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