Call Center Optimization Ger Koole

Call Center Optimization Performance Analysis and Optimization of Inbound Call Centers **The Executive Guide to Call Center Metrics** Call Center Management on Fast Forward *Call Center Forecasting and Scheduling An Introduction to Business Analytics* Conducting a Contact Center Assessment **Optimization Methods in Finance Foundations of Data Science Ant Colony Optimization Advances in Service Science Introductory Lectures on Convex Optimization Call Center Optimization Models Convex Optimization** Aimms Optimization Modeling The Design of Approximation Algorithms *Call Center Management on Fast Forward* **Handbook of Healthcare Operations Management Optimization Call Center Fundamentals: Workforce Management** Rewire Your Brain Women of Goddard **Particle Swarm Optimization and Intelligence: Advances and Applications** *Customer Relationship Management Optimum Cooling of Data Centers* Optimization Modeling with Spreadsheets **A Little History of the World** *Layman's Guide to Workforce Management* Project Management **Vehicle Dynamics** Choice-set Demand in Revenue Management: Unconstraining, Forecasting and Optimization **Optimized C++ Engineering Optimization** Pricing and Revenue Optimization **Mixed Integer Nonlinear Programming Solving Optimization Problems with MATLAB®** *LQ Dynamic Optimization and Differential Games* Engineering **Introduction to Applied Optimization**

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Call Center Forecasting and Scheduling Jul 01 2022 Call Center Forecasting & Scheduling There is simply no way to establish and operate an effective call center environment without a solid understanding of the principles behind forecasting, staffing, scheduling, service level, queuing dynamics and real-time management. Originally published in the pages of Call Center Management Review, these articles were selected for their educational value, practicality, and most importantly, coverage of timeless call center management principles. - Amazon

Ant Colony Optimization Jan 27 2022 An overview of the rapidly growing field of ant colony optimization that describes theoretical findings, the major algorithms, and current applications. The complex social behaviors of ants have been much studied by science, and computer scientists are now finding that these behavior patterns can provide models for solving difficult combinatorial optimization problems. The attempt to develop algorithms inspired by one aspect of ant behavior, the ability to find what computer scientists would call shortest paths, has become the field of ant colony optimization (ACO), the most successful and widely recognized algorithmic technique based on ant behavior. This book presents an overview of this rapidly growing field, from its theoretical inception to practical applications, including descriptions of many available ACO algorithms and their uses. The book first describes the translation of observed ant behavior into working optimization algorithms. The ant colony metaheuristic is then introduced and viewed in the general context of combinatorial optimization. This is followed by a detailed description and guide to all major ACO algorithms and a report on current theoretical findings. The book surveys ACO applications now in use, including routing, assignment, scheduling, subset, machine learning, and bioinformatics problems. AntNet, an ACO algorithm designed for the network routing problem, is described in detail. The authors conclude by summarizing the progress in the field and outlining future research directions. Each chapter ends with bibliographic material, bullet points setting out important ideas covered in the chapter, and exercises. Ant Colony Optimization will be of interest to academic and industry researchers, graduate students, and practitioners who wish to learn how to implement ACO algorithms.

Call Center Fundamentals: Workforce Management Feb 13 2021 The second edition of this popular ebook contains updated information, better format, and answer keys to the activities. It also presents new chapters focusing on non- voice accounts and problem solving techniques to various problems in managing workforce._How to determine your agents per day and per hour?_Is getting 100% service level a good idea?_How can you improve your sales or collections with workforce management?

LQ Dynamic Optimization and Differential Games Aug 29 2019 Game theory is the theory of social situations, and the majority of research into the topic focuses on how groups of people interact by developing formulas and algorithms to identify optimal strategies and to predict the outcome of interactions. Only fifty years old, it has already revolutionized economics and finance, and is spreading rapidly to a wide variety of fields. LQ Dynamic Optimization and Differential Games is an assessment of the state of the art in its field and the first modern book on linear-quadratic game theory, one of the most commonly used tools for modelling and analysing strategic decision making problems in economics and management. Linear quadratic dynamic models have a long tradition in economics, operations research and control engineering; and the author begins by describing the one-decision maker LQ dynamic optimization problem before introducing LQ differential games. Covers cooperative and non-cooperative scenarios, and treats the standard information structures (open-loop and feedback). Includes real-life economic examples to illustrate theoretical concepts and results. Presents problem formulations and sound mathematical problem analysis. Includes exercises and solutions, enabling use for self-study or as a course text. Supported by a website featuring solutions to exercises, further examples and computer code for numerical examples. LQ Dynamic Optimization and Differential Games offers a comprehensive introduction to the theory and practice of this extensively used class of economic models, and will appeal to applied mathematicians and econometricians as well as researchers and senior undergraduate/graduate students in economics, mathematics, engineering and management science.

Performance Analysis and Optimization of Inbound Call Centers Oct 04 2022 The focus of this book is on the management of inbound call centers. Based on technical performance measures this book develops economic performance measures for different classes of telephone service numbers. Both the numbers of agents and the number of offered phones lines are decision variables in the operational personnel planning

process. Since call arrivals as well as call-handling times are random in inbound call centers, this book concentrates on performance analysis and optimization using queueing models. These models may differ with respect to several features, for example, the number of customer classes, the number of differently trained agent groups, the limitation of the waiting room, or the customer's impatience. This book describes mathematical methods and algorithms to relate these decision variables to technical as well as economic performance measures.

Optimization Modeling with Spreadsheets Aug 10 2020 Reflects the latest applied research and features state-of-the-art software for building and solving spreadsheet optimization models Thoroughly updated to reflect the latest topical and technical advances in the field, Optimization Modeling with Spreadsheets, Second Edition continues to focus on solving real-world optimization problems through the creation of mathematical models and the use of spreadsheets to represent and analyze those models. Developed and extensively classroom-tested by the author, the book features a systematic approach that equips readers with the skills to apply optimization tools effectively without the need to rely on specialized algorithms. This new edition uses the powerful software package Risk Solver Platform (RSP) for optimization, including its Evolutionary Solver, which employs many recently developed ideas for heuristic programming. The author provides expanded coverage of integer programming and discusses linear and nonlinear programming using a systematic approach that emphasizes the use of spreadsheet-based optimization tools. The Second Edition also features: Classifications for the various problem types, providing the reader with a broad framework for building and recognizing optimization models Network models that allow for a more general form of mass balance A systematic introduction to Data Envelopment Analysis (DEA) The identification of qualitative patterns in order to meaningfully interpret linear programming solutions An introduction to stochastic programming and the use of RSP to solve problems of this type Additional examples, exercises, and cases have been included throughout, allowing readers to test their comprehension of the material. In addition, a related website features Microsoft Office® Excel files to accompany the figures and data sets in the book. With its accessible and comprehensive presentation, Optimization Modeling with Spreadsheets, Second Edition is an excellent book for courses on deterministic models, optimization, and spreadsheet modeling at the upper-undergraduate and graduate levels. The book can also serve as a reference for researchers, practitioners, and consultants working in business, engineering, operations research, and management science.

The Executive Guide to Call Center Metrics Sep 03 2022 As the cost of doing business increases, call centers and help desks are frequently moving overseas. How can your center remain competitive? Is pooling the best way to slash your wait times? James Abbott concisely answers these questions as he leads you through the world of process-centered customer service. Strategic and tactical terms, how to choose metrics to measure, and the miracle of Queuing Science are covered thoroughly, using easy-to-grasp anecdotes to explain the key technical topics.

The Design of Approximation Algorithms Jun 19 2021 Discrete optimization problems are everywhere, from traditional operations research planning (scheduling, facility location and network design); to computer science databases; to advertising issues in viral marketing. Yet most such problems are NP-hard; unless P = NP, there are no efficient algorithms to find optimal solutions. This book shows how to design approximation algorithms: efficient algorithms that find provably near-optimal solutions. The book is organized around central algorithmic techniques for designing approximation algorithms, including greedy and local search algorithms, dynamic programming, linear and semidefinite programming, and randomization. Each chapter in the first section is devoted to a single algorithmic technique applied to several different problems, with more sophisticated treatment in the second section. The book also covers methods for proving that optimization problems are hard to approximate. Designed as a textbook for graduate-level algorithm courses, it will also serve as a reference for researchers interested in the heuristic solution of discrete optimization problems.

Foundations of Data Science Feb 25 2022 This book provides an introduction to the mathematical and algorithmic foundations of data science, including machine learning, high-dimensional geometry, and analysis of large networks. Topics include the counterintuitive nature of data in high dimensions, important linear algebraic techniques such as singular value decomposition, the theory of random walks and Markov chains, the fundamentals of and important algorithms for machine learning, algorithms and analysis for clustering, probabilistic models for large networks, representation learning including topic modelling and non-negative matrix factorization, wavelets and compressed sensing. Important probabilistic techniques are developed including the law of large numbers, tail inequalities, analysis of random projections, generalization guarantees in machine learning, and moment methods for analysis of phase transitions in large random graphs. Additionally, important structural and complexity measures are discussed such as matrix norms and VC-dimension. This book is suitable for both undergraduate and graduate courses in the design and analysis of algorithms for data.

Optimum Cooling of Data Centers Sep 10 2020 This book describes the use of free air cooling to improve the efficiency of, and cooling of, equipment for use in telecom infrastructures. Discussed at length is the cooling of communication installation rooms such as data centers or base stations, and this is intended as a valuable tool for the people designing and manufacturing key parts of communication networks. This book provides an introduction to current cooling methods used for energy reduction, and also compares present cooling methods in use in the field. The qualification methods and standard reliability assessments are reviewed, and their inability to assess the risks of free air cooling is discussed. The method of identifying the risks associated with free air cooling on equipment performance and reliability is introduced. A novel method of assessment for free air cooling is also proposed that utilizes prognostics and health management (PHM). This book also: Describes how the implementation of free air cooling can save energy for cooling within the telecommunications infrastructure. Analyzes the potential risks and failures of mechanisms possible in the implementation of free air cooling, which benefits manufacturers and equipment designers. Presents prognostics-based assessments to identify and mitigate the risks of telecommunications equipment under free air cooling conditions, which can provide the early warning of equipment failures at operation stage without disturbing the data centers' service. Optimum Cooling for Data Centers is an ideal book for researchers and engineers interested in designing and manufacturing equipment for use in telecom infrastructures.

Pricing and Revenue Optimization Dec 02 2019 This is the first comprehensive introduction to the concepts, theories, and applications of pricing and revenue optimization. From the initial success of "yield management" in the commercial airline industry down to more recent successes of markdown management and dynamic pricing, the application of mathematical analysis to optimize pricing has become increasingly important across many different industries. But, since pricing and revenue optimization has involved the use of sophisticated mathematical techniques, the topic has remained largely inaccessible to students and the typical manager. With methods proven in the MBA courses taught by the author at Columbia and Stanford Business Schools, this book presents the basic concepts of pricing and revenue optimization in a form accessible to MBA students, MS students, and advanced undergraduates. In addition, managers will find the practical approach to the issue of pricing and revenue optimization invaluable. Solutions to the end-of-chapter exercises are available to instructors who are using this book in their courses. For access to the solutions manual, please contact marketing@www.sup.org.

Call Center Management on Fast Forward Aug 02 2022

Call Center Management on Fast Forward May 19 2021 This is the only book available today that provides a very readable, step-by-step guide for managing an incoming call center. The book combines theory with practical advice and is filled with over 100 charts and graphs, several case studies and an extensive glossary and index. Readers will learn how to: achieve service level with quality in an era of more transactions,

growing complexity and heightened caller expectations; understand the "how" behind best practices; boost caller satisfaction; win top management's support; and discover what separates a good call center from a great one.

Call Center Optimization Nov 05 2022 This book gives an accessible overview of the role and potential of mathematical optimization in call centers. It deals extensively with all aspects of workforce management, but also with topics such as call routing and the scheduling of multiple channels. It does so without going into the mathematics, but by focusing on understanding its consequences. This way the reader will get familiar with workload forecasting, the Erlang formulas, simulation, and so forth, and learn how to improve call center performance using it. The book is primarily meant for call center professionals involved in planning and business analytics, but also call center managers and researchers will find it useful. There is an accompanying website which contains several online calculators.

Call Center Oct 24 2021 A customer service expert offers practical strategies for call center managers who want to inspire their employees to be there best. Gwendolyn Oglesby has built her entire career working in customer service, creating environments and experiences that are as positive for employees as they are for customers. Now Oglesby shares the tools and strategies she has developed for improving customer service skills, managing employees, and building a successful team culture. In Call Center, Oglesby teaches managers how to train, motivate, and encourage employees to reach their full potential. Each chapter features insightful personality profiles and thought-provoking questions about call center dynamics. At the end of the day, customer service is not just about serving the customer; it's about serving your team as well.

Women of Goddard Dec 14 2020

Solving Optimization Problems with MATLAB® Sep 30 2019 This book focuses on solving optimization problems with MATLAB. Descriptions and solutions of nonlinear equations of any form are studied first. Focuses are made on the solutions of various types of optimization problems, including unconstrained and constrained optimizations, mixed integer, multiobjective and dynamic programming problems. Comparative studies and conclusions on intelligent global solvers are also provided.

An Introduction to Business Analytics May 31 2022 Business Analytics (BA) is about turning data into decisions. This book covers the full range of BA topics, including statistics, machine learning and optimization, in a way that makes them accessible to a broader audience. Decision makers will gain enough insight into the subject to have meaningful discussions with machine learning specialists, and those starting out as data scientists will benefit from an overview of the field and take their first steps as business analytics specialist. Through this book and the various exercises included, you will be equipped with an understanding of BA, while learning R, a popular tool for statistics and machine learning.

Optimization Models Sep 22 2021 This accessible textbook demonstrates how to recognize, simplify, model and solve optimization problems - and apply these principles to new projects.

Convex Optimization Aug 22 2021 A comprehensive introduction to the tools, techniques and applications of convex optimization.

Layman's Guide to Workforce Management Jun 07 2020 It's all in the title. Layman's Guide to Workforce Management is a humble attempt to guide the path of the unlearned in the rocky terrain of Workforce management. It can be effectively said that it converts laymen into managers. It is unfortunate that these areas of business affairs have been badly presented in some learning situations, to the extent that many people consider them to be too difficult to understand or enjoy. That shouldn't be the case. The simple, explicit, detailed, and down-to-earth approach adopted in the book will no doubt help in laying a solid foundation for people at all levels. It kick-starts with a basic and detailed treatment of the concept of Forecasting which sets the much needed personal tone and foundation for the book. Like a professional bricklayer, the author discussed the technique of scheduling and rostering while he used the other chapter to discuss the importance and proper deployment of personnel. Book is built taking the ITES -BPO/Call center WFM as the base. This book will also be useful for professionals as it is spiced with tips and tricks necessary to provide adequate nuances for the knowledge gleaned from each chapter. It is guaranteed that the reader would be filled with knowledge at the completion of the book.

Handbook of Healthcare Operations Management Apr 17 2021 From the Preface: Collectively, the chapters in this book address application domains including inpatient and outpatient services, public health networks, supply chain management, and resource constrained settings in developing countries. Many of the chapters provide specific examples or case studies illustrating the applications of operations research methods across the globe, including Africa, Australia, Belgium, Canada, the United Kingdom, and the United States. Chapters 1-4 review operations research methods that are most commonly applied to health care operations management including: queuing, simulation, and mathematical programming. Chapters 5-7 address challenges related to inpatient services in hospitals such as surgery, intensive care units, and hospital wards. Chapters 8-10 cover outpatient services, the fastest growing part of many health systems, and describe operations research models for primary and specialty care services, and how to plan for patient no-shows. Chapters 12 – 16 cover topics related to the broader integration of health services in the context of public health, including optimizing the location of emergency vehicles, planning for mass vaccination events, and the coordination among different parts of a health system. Chapters 17-18 address supply chain management within hospitals, with a focus on pharmaceutical supply management, and the challenges of managing inventory for nursing units. Finally, Chapters 19-20 provide examples of important and emerging research in the realm of humanitarian logistics.

Aimms Optimization Modeling Jul 21 2021 The AIMMS Optimization Modeling book provides not only an introduction to modeling but also a suite of worked examples. It is aimed at users who are new to modeling and those who have limited modeling experience. Both the basic concepts of optimization modeling and more advanced modeling techniques are discussed. The Optimization Modeling book is AIMMS version independent.

Engineering Jul 29 2019 This report reviews engineering's importance to human, economic, social and cultural development and in addressing the UN Millennium Development Goals. Engineering tends to be viewed as a national issue, but engineering knowledge, companies, conferences and journals, all demonstrate that it is as international as science. The report reviews the role of engineering in development, and covers issues including poverty reduction, sustainable development, climate change mitigation and adaptation. It presents the various fields of engineering around the world and is intended to identify issues and challenges facing engineering, promote better understanding of engineering and its role, and highlight ways of making engineering more attractive to young people, especially women.--Publisher's description.

Engineering Optimization Jan 03 2020 A Rigorous Mathematical Approach To Identifying A Set Of Design Alternatives And Selecting The Best Candidate From Within That Set, Engineering Optimization Was Developed As A Means Of Helping Engineers To Design Systems That Are Both More Efficient And Less Expensive And To Develop New Ways Of Improving The Performance Of Existing Systems.Thanks To The Breathtaking Growth In Computer Technology That Has Occurred Over The Past Decade, Optimization Techniques Can Now Be Used To Find Creative Solutions To Larger, More Complex Problems Than Ever Before. As A Consequence, Optimization Is Now Viewed As An Indispensable Tool Of The Trade For Engineers Working In Many Different Industries, Especially The Aerospace, Automotive, Chemical, Electrical, And Manufacturing Industries.In Engineering Optimization, Professor Singiresu S. Rao Provides An Application-Oriented Presentation Of The Full Array Of Classical And Newly Developed Optimization Techniques Now Being Used By Engineers In A Wide Range Of Industries. Essential Proofs And Explanations Of The Various Techniques Are Given In A Straightforward, User-Friendly Manner,

And Each Method Is Copiously Illustrated With Real-World Examples That Demonstrate How To Maximize Desired Benefits While Minimizing Negative Aspects Of Project Design.Comprehensive, Authoritative, Up-To-Date, Engineering Optimization Provides In-Depth Coverage Of Linear And Nonlinear Programming, Dynamic Programming, Integer Programming, And Stochastic Programming Techniques As Well As Several Breakthrough Methods, Including Genetic Algorithms, Simulated Annealing, And Neural Network-Based And Fuzzy Optimization Techniques.Designed To Function Equally Well As Either A Professional Reference Or A Graduate-Level Text, Engineering Optimization Features Many Solved Problems Taken From Several Engineering Fields, As Well As Review Questions, Important Figures, And Helpful References.Engineering Optimization Is A Valuable Working Resource For Engineers Employed In Practically All Technological Industries. It Is Also A Superior Didactic Tool For Graduate Students Of Mechanical, Civil, Electrical, Chemical And Aerospace Engineering.

Optimized C++ Feb 02 2020 In today's fast and competitive world, a program's performance is just as important to customers as the features it provides. This practical guide teaches developers performance-tuning principles that enable optimization in C++. You'll learn how to make code that already embodies best practices of C++ design run faster and consume fewer resources on any computer—whether it's a watch, phone, workstation, supercomputer, or globe-spanning network of servers. Author Kurt Guntheroth provides several running examples that demonstrate how to apply these principles incrementally to improve existing code so it meets customer requirements for responsiveness and throughput. The advice in this book will prove itself the first time you hear a colleague exclaim, "Wow, that was fast. Who fixed something?" Locate performance hot spots using the profiler and software timers Learn to perform repeatable experiments to measure performance of code changes Optimize use of dynamically allocated variables Improve performance of hot loops and functions Speed up string handling functions Recognize efficient algorithms and optimization patterns Learn the strengths—and weaknesses—of C++ container classes View searching and sorting through an optimizer's eye Make efficient use of C++ streaming I/O functions Use C++ thread-based concurrency features effectively

Choice-set Demand in Revenue Management: Unconstraining, Forecasting and Optimization Mar 05 2020 Focus on Profit! Maximize your revenue and profit by understanding and considering your customers' buying behavior. How price sensitive are your customers? What are their preferences? How strong are the competitor influences or cannibalization effects in your own product portfolio? These questions must be answered analytically, in order to obtain a quantitative understanding of the customers' choice process and hence a clear picture of the demand in the market. We propose the notion of choice-sets as our model for the customers' preferences and buying decisions. The unconstraining is the related process which extracts demand information with choice behavior from product sales data. Once, we obtained the information of current and past demand data, the immediate next step is the demand forecasting. Finally, with an accurate estimate of the future demand, we continue with the optimization process, to derive optimal sales controls and pricing actions which maximize the overall revenue or profit.

Introduction to Applied Optimization Jun 27 2019 This text presents a multi-disciplined view of optimization, providing students and researchers with a thorough examination of algorithms, methods, and tools from diverse areas of optimization without introducing excessive theoretical detail. This second edition includes additional topics, including global optimization and a real-world case study using important concepts from each chapter. Introduction to Applied Optimization is intended for advanced undergraduate and graduate students and will benefit scientists from diverse areas, including engineers.

Optimization Methods in Finance Mar 29 2022 Optimization models play an increasingly important role in financial decisions. This is the first textbook devoted to explaining how recent advances in optimization models, methods and software can be applied to solve problems in computational finance more efficiently and accurately. Chapters discussing the theory and efficient solution methods for all major classes of optimization problems alternate with chapters illustrating their use in modeling problems of mathematical finance. The reader is guided through topics such as volatility estimation, portfolio optimization problems and constructing an index fund, using techniques such as nonlinear optimization models, quadratic programming formulations and integer programming models respectively. The book is based on Master's courses in financial engineering and comes with worked examples, exercises and case studies. It will be welcomed by applied mathematicians, operational researchers and others who work in mathematical and computational finance and who are seeking a text for self-learning or for use with courses.

Advances in Service Science Dec 26 2021 This volume offers the state-of-the-art research and developments in service science and related research, education and practice areas. It showcases emerging technology and applications in fields including healthcare, information technology, transportation, sports, logistics, and public services. Regardless of size and service, a service organization is a service system. Because of the socio-technical nature of a service system, a systems approach must be adopted to design, develop, and deliver services, aimed at meeting end users' both utilitarian and socio-psychological needs. Effective understanding of service and service systems often requires combining multiple methods to consider how interactions of people, technology, organizations, and information create value under various conditions. The papers in this volume highlight ways to approach such technical challenges in service science and are based on submissions from the 2018 INFORMS International Conference on Service Science.

Conducting a Contact Center Assessment Apr 29 2022 How to evaluate the efficiency of your contact center operation, including key benchmarks and metrics relevant to process improvement, customer relationship management, knowledge management, human resources, workforce management, information technology and quality assurance. "Discovery" explains the Areas of Focus (Efficiency, Effectiveness, Capability and Differentiation), Functions (Customer-facing, Support, and Analytics), and Classifications that constitute the basis of a contact centre assessment. "Efficiency" considers aspects of Operations, Workforce Management and Process Management. "Effectiveness" deals with Customer Relationship Management, Knowledge Management, and Quality Assurance. "Capability" delves into Human Resources and Information Technology. "Differentiation" looks at the elements that separate the contact centre from competitors. "Assessment Outputs" explains how to analyse and present the data gathered during the assessment.

Introductory Lectures on Convex Optimization Nov 24 2021 It was in the middle of the 1980s, when the seminal paper by Kar markar opened a new epoch in nonlinear optimization. The importance of this paper, containing a new polynomial-time algorithm for linear op timization problems, was not only in its complexity bound. At that time, the most surprising feature of this algorithm was that the theoretical pre diction of its high efficiency was supported by excellent computational results. This unusual fact dramatically changed the style and direc tions of the research in nonlinear optimization. Thereafter it became more and more common that the new methods were provided with a complexity analysis, which was considered a better justification of their efficiency than computational experiments. In a new rapidly develop ing field, which got the name "polynomial-time interior-point methods", such a justification was obligatory. Afteralmost fifteen years of intensive research, the main results of this development started to appear in monographs [12, 14, 16, 17, 18, 19]. Approximately at that time the author was asked to prepare a new course on nonlinear optimization for graduate students. The idea was to create a course which would reflect the new developments in the field. Actually, this was a major challenge. At the time only the theory of interior-point methods for linear optimization was polished enough to be explained to students. The general theory of self-concordant functions had appeared in print only once in the form of research monograph [12].

A Little History of the World Jul 09 2020 E. H. Gombrich's Little History of the World, though written in 1935, has become one of the treasures of historical writing since its first publication in English in 2005. The Yale edition alone has now sold over half a million copies, and the book is available worldwide in almost thirty languages. Gombrich was of course the best-known art historian of his time, and his text suggests

illustrations on every page. This illustrated edition of the Little History brings together the pellucid humanity of his narrative with the images that may well have been in his mind's eye as he wrote the book. The two hundred illustrations—most of them in full color—are not simple embellishments, though they are beautiful. They emerge from the text, enrich the author's intention, and deepen the pleasure of reading this remarkable work. For this edition the text is reset in a spacious format, flowing around illustrations that range from paintings to line drawings, emblems, motifs, and symbols. The book incorporates freshly drawn maps, a revised preface, and a new index. Blending high-grade design, fine paper, and classic binding, this is both a sumptuous gift book and an enhanced edition of a timeless account of human history.

Vehicle Dynamics Apr 05 2020 This textbook is appropriate for senior undergraduate and first year graduate students in mechanical and automotive engineering. The contents in this book are presented at a theoretical-practical level. It explains vehicle dynamics concepts in detail, concentrating on their practical use. Related theorems and formal proofs are provided, as are real-life applications. Students, researchers and practicing engineers alike will appreciate the user-friendly presentation of a wealth of topics, most notably steering, handling, ride, and related components. This book also: Illustrates all key concepts with examples Includes exercises for each chapter Covers front, rear, and four wheel steering systems, as well as the advantages and disadvantages of different steering schemes Includes an emphasis on design throughout the text, which provides a practical, hands-on approach

Optimization Mar 17 2021 Choose the Correct Solution Method for Your Optimization ProblemOptimization: Algorithms and Applications presents a variety of solution techniques for optimization problems, emphasizing concepts rather than rigorous mathematical details and proofs. The book covers both gradient and stochastic methods as solution techniques for unconstrained and co

Mixed Integer Nonlinear Programming Oct 31 2019 Many engineering, operations, and scientific applications include a mixture of discrete and continuous decision variables and nonlinear relationships involving the decision variables that have a pronounced effect on the set of feasible and optimal solutions. Mixed-integer nonlinear programming (MINLP) problems combine the numerical difficulties of handling nonlinear functions with the challenge of optimizing in the context of nonconvex functions and discrete variables. MINLP is one of the most flexible modeling paradigms available for optimization; but because its scope is so broad, in the most general cases it is hopelessly intractable. Nonetheless, an expanding body of researchers and practitioners — including chemical engineers, operations researchers, industrial engineers, mechanical engineers, economists, statisticians, computer scientists, operations managers, and mathematical programmers — are interested in solving large-scale MINLP instances.

Particle Swarm Optimization and Intelligence: Advances and Applications Nov 12 2020 "This book presents the most recent and established developments of Particle swarm optimization (PSO) within a unified framework by noted researchers in the field"--Provided by publisher.

Rewire Your Brain Jan 15 2021 How to rewire your brain to improve virtually every aspect of your life-based on the latest research in neuroscience and psychology on neuroplasticity and evidence-based practices Not long ago, it was thought that the brain you were born with was the brain you would die with, and that the brain cells you had at birth were the most you would ever possess. Your brain was thought to be "hardwired" to function in predetermined ways. It turns out that's not true. Your brain is not hardwired, it's "softwired" by experience. This book shows you how you can rewire parts of the brain to feel more positive about your life, remain calm during stressful times, and improve your social relationships. Written by a leader in the field of Brain-Based Therapy, it teaches you how to activate the parts of your brain that have been underactivated and calm down those areas that have been hyperactivated so that you feel positive about your life and remain calm during stressful times. You will also learn to improve your memory, boost your mood, have better relationships, and get a good night sleep. Reveals how cutting-edge developments in neuroscience, and evidence-based practices can be used to improve your everyday life Other titles by Dr. Arden include: Brain-Based Therapy-Adult, Brain-Based Therapy-Child, Improving Your Memory For Dummies and Heal Your Anxiety Workbook Dr. Arden is a leader in integrating the new developments in neuroscience with psychotherapy and Director of Training in Mental Health for Kaiser Permanente for the Northern California Region Explaining exciting new developments in neuroscience and their applications to daily living, Rewire Your Brain will guide you through the process of changing your brain so you can change your life and be free of self-imposed limitations.

Project Management May 07 2020 A new edition of the most popular book of project management case studies, expanded to include more than 100 cases plus a "super case" on the Iridium Project Case studies are an important part of project management education and training. This Fourth Edition of Harold Kerzner's Project Management Case Studies features a number of new cases covering value measurement in project management. Also included is the well-received "super case," which covers all aspects of project management and may be used as a capstone for a course. This new edition: Contains 100-plus case studies drawn from real companies to illustrate both successful and poor implementation of project management Represents a wide range of industries, including medical and pharmaceutical, aerospace, manufacturing, automotive, finance and banking, and telecommunications Covers cutting-edge areas of construction and international project management plus a "super case" on the Iridium Project, covering all aspects of project management Follows and supports preparation for the Project Management Professional (PMP®) Certification Exam Project Management Case Studies, Fourth Edition is a valuable resource for students, as well as practicing engineers and managers, and can be used on its own or with the new Eleventh Edition of Harold Kerzner's landmark reference, Project Management: A Systems Approach to Planning, Scheduling, and Controlling. (PMP and Project Management Professional are registered marks of the Project Management Institute, Inc.)

Customer Relationship Management Oct 12 2020 This book presents an extensive discussion of the strategic and tactical aspects of customer relationship management as we know it today. It helps readers obtain a comprehensive grasp of CRM strategy, concepts and tools and provides all the necessary steps in managing profitable customer relationships. Throughout, the book stresses a clear understanding of economic customer value as the guiding concept for marketing decisions. Exhaustive case studies, mini cases and real-world illustrations under the title "CRM at Work" all ensure that the material is both highly accessible and applicable, and help to address key managerial issues, stimulate thinking, and encourage problem solving. The book is a comprehensive and up-to-date learning companion for advanced undergraduate students, master's degree students, and executives who want a detailed and conceptually sound insight into the field of CRM. The new edition provides an updated perspective on the latest research results and incorporates the impact of the digital transformation on the CRM domain.