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Advances in Production Management Systems: New Challenges, New Approaches

Proceedings of the 5th International Conference LDIC, 2016 Bremen, Germany

Profiting From Services and Solutions

Proceedings of the First Karlsruhe Service Summit Workshop - Advances in Service Research, Karlsruhe, Germany, February 2015

Organizational Competence for Servitization

Architecting Fail-Safe Supply Networks

Concepts, Methodologies, Tools, and Applications

Smart Computing Applications in Crowdfunding

The Handbook of Service Innovation

International IFIP WG 5.7 Conference, APMS 2009, Bordeaux, France, September 21-23, 2009, Revised Selected Papers

Practices and Tools for Servitization

Applications of Contemporary Management Approaches in Supply Chains

Reliability Engineering and Services

IFIP WG 5.7 International Conference, APMS 2012, Rhodes, Greece, September 24-26, 2012, Revised Selected Papers, Part II

Servitization in Industry

The Routledge Companion to Lean Management
21st Century Management: A Reference Handbook
Hybrid Value Creation
Frameworks, Tools and Case Studies
Supply Chain Management: Concepts, Methodologies, Tools, and Applications
Planning and Optimizing Your Digital Marketing
Electronic Enclosures, Housings and Packages
Research Anthology on Cross-Industry Challenges of Industry 4.0
Service Science, Management, and Engineering:
Designing Your Organization
Using the STAR Model to Solve 5 Critical Design Challenges
Bridging the Gap between Theory and Practice
Advances in Production Management Systems. Competitive Manufacturing for Innovative Products and Services

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BRADFORD FOLEY

After-sales Service of Engineering Industrial Assets Routledge

A fail-safe supply network is designed to mitigate the impact of variations and disruptions on people and corporations. This is achieved by (1) developing a network structure to mitigate the impact of disruptions that distort the network structure and (2) planning flow through the network to neutralize the effects of

variations. In this monograph, we propose a framework, develop mathematical models and provide examples of fail-safe supply network design. We show that, contrary to current thinking as embodied in the supply network literature, disruption management decisions made at the strategic network design level are not independent from variation management decisions made at the operational level. Accordingly, we suggest that it is beneficial to manage disruptions and variations concurrently in supply networks. This is achieved by architecting fail-safe supply networks, which are characterized

by the following elements: reliability, robustness, flexibility, structural controllability, and resilience. Organizations can use the framework presented in this monograph to manage variations and disruptions. Managers can select the best operational management strategies for their supply networks considering variations in supply and demand, and identify the best network restoration strategies including facility fortification, backup inventory, flexible production capacity, flexible inventory, and transportation route reconfiguration. The framework is generalizable to other

complex engineered networks.

Planning, Optimizing and Integrating Online Marketing Elsevier

This book brings together some of the latest thinking by leading experts from around the world on integrating systems and strategies in production management and related issues that are relevant for making production into a competitive resource for the firm. This book is composed of five parts, each focused on a specific theme: Linking systems and strategies; Strategic operations management; IS/IT applications in the value chain; Modelling and simulation; Improving operations.

EBOOK: Business to Business Marketing Springer Science & Business Media

The Concurrent Engineering (CE) approach was developed in the 1980s, based on the concept that different phases of a product life cycle should be conducted concurrently and initiated as early as possible within the Product Creation Process (PCP). CE concepts have matured and become the foundation of many new ideas, methodologies, initiatives, approaches and tools. This book contains the proceedings from the 23rd ISPE Inc.

International Conference on Transdisciplinary (formerly: Concurrent) Engineering, held in Curitiba, Parana, Brazil, in October 2016. The conference, entitled 'Transdisciplinary Engineering: Crossing Boundaries', provides an important forum for international scientific exchange on Concurrent Engineering and collaborative enterprises, and attracts the participation of researchers, industry experts and students, as well as government representatives. The 108 peer reviewed papers and keynote speech included here, range from theoretical and conceptual to strongly pragmatic works, which are organized into 17 sections including: Concurrent Engineering and knowledge exchange; engineering for sustainability; multidisciplinary project management; collaborative design and engineering; optimization of engineering operations and data analytics; and multidisciplinary design optimization, among others. The book gives an overview of the latest research, advancements and applications in the field and will be of interest to researchers, design practitioners and educators.

Emarketing Excellence McGraw Hill

The Intelligent Systems Series comprises titles that present state of the art knowledge and the latest advances in intelligent systems. Its scope includes theoretical studies, design methods, and real-world implementations and applications. Service Science, Management, and Engineering presents the latest issues and development in service science. Both theory and applications issues are covered in this book, which integrates a variety of disciplines, including engineering, management, and information systems. These topics are each related to service science from various perspectives, and the book is supported throughout by applications and case studies that showcase best practice and provide insight and guidelines to assist in building successful service systems. Presents the latest research on service science, management and engineering, from both theory and applications perspectives Includes coverage of applications in high-growth sectors, along with real-world frameworks and design techniques Applications and case studies showcase best practices and provide insights and

guidelines to those building and managing service systems

Managing Service Transition IGI Global
Designed for executives of companies that manufacture or sell products and students in an MBA program, this book outlines the challenges of launching a service and solutions business within a product-oriented organization. You might view services and solutions as a means to financial growth, reduced revenue volatility, greater differentiation from the competition, increased share of customer budget, and improved customer satisfaction, loyalty, and lock-in; but the authors visualize the transition from products sold to services rendered and identify the challenges that leaders will face during the transformation. Inside, the authors provide a framework—the service infusion continuum—to describe the different types of services and solutions that a product-rich company can offer beyond warranties, call centers, and websites that support customers in their use of products.

Assessing Progress Towards Sustainability Springer Science & Business Media

Interest in the phenomenon known as "lean" has grown significantly in recent years. This is the first volume to provide an academically rigorous overview of the field of lean management, introducing the reader to the application of lean in diverse application areas, from the production floor to sales and marketing, from the automobile industry to academic institutions. The volume collects contributions from well-known lean experts and up-and-coming scholars from around the world. The chapters provide a detailed description of lean management across the manufacturing enterprise (supply chain, accounting, production, sales, IT etc.), and offer important perspectives for applying lean across different industries (construction, healthcare, logistics). The contributors address challenges and opportunities for future development in each of the lean application areas, concluding most chapters with a short case study to illustrate current best practice. The book is divided into three parts: The Lean Enterprise Lean across Industries A Lean World. This handbook is an excellent resource for business and management

students as well as any academics, scholars, practitioners, and consultants interested in the "lean world."

The Palgrave Handbook of Servitization Springer Science & Business Media
The book focuses on smart computing for crowdfunding usage, looking at the crowdfunding landscape, e.g., reward-, donation-, equity-, P2P-based and the crowdfunding ecosystem, e.g., regulator, asker, backer, investor, and operator. The increased complexity of fund raising scenario, driven by the broad economic environment as well as the need for using alternative funding sources, has sparked research in smart computing techniques. Covering a wide range of detailed topics, the authors of this book offer an outstanding overview of the current state of the art; providing deep insights into smart computing methods, tools, and their applications in crowdfunding; exploring the importance of smart analysis, prediction, and decision-making within the fintech industry. This book is intended to be an authoritative and valuable resource for professional practitioners and researchers alike, as well as finance engineering, and computer science

students who are interested in crowdfunding and other emerging fintech topics.

Managing 3D Printing Routledge

eMarketing eXcellence third edition has been completely revised and updated to help you create effective and up-to-date customer-centric e-marketing plans. A hugely successful practical guide to creating and executing e-marketing plans, it combines established approaches to marketing planning with the creative use of new e-models and e-tools. It is designed to support both marketers who are integrating e-marketing into their existing marketing and communications strategies and experienced e-marketers looking to optimise their e-marketing. Written by two highly experienced eMarketing consultants, the book shows you how to:

- * Draw up an outline e-marketing plan
- * Evaluate and apply e-marketing principles and models
- * Integrate online and offline communications
- * Implement customer-driven e-marketing
- * Reduce costly trial and error
- * Measure and enhance your e-marketing
- * Drive your e-business forward

Established marketing concepts such as customer relationship management, the

marketing mix and widely adopted SOSTAC® planning system, are re-examined in the new media context - and new approaches explained including blogs, search engine marketing, viral marketing and E-CRM. Offering a highly structured and accessible guide to a critical and far-reaching subject, eMarketing eXcellence third edition provides a vital reference point for all students and managers involved in marketing strategy and implementation.

Logistics and Supply Chain Innovation Routledge

Tim Posselt investigates the factors leading to organizational competence for servitization - a key strategic alternative in times of digitalization and globalization -, and analyses the transformation process servitizing firms undergo. He explores the issue through conceptual research and case studies, and identifies the ability to access and leverage customer knowledge as the foundation of successful servitization. The findings provide valuable insight for managers looking to strengthen their service business, and add to literature on servitization and service-dominant logic.

Operations Rules BoD - Books on Demand

The present economic and social environment has given rise to new situations within which companies must operate. As a first example, the globalization of the economy and the need for performance has led companies to outsource and then to operate inside networks of enterprises such as supply chains or virtual enterprises. A second instance is related to environmental issues. The statement about the impact of industrial activities on the environment has led companies to revise processes, to save energy, to optimize transportation.... A last example relates to knowledge. Knowledge is considered today to be one of the main assets of a company. How to capitalize, to manage, to reuse it for the benefit of the company is an important current issue. The three examples above have no direct links. However, each of them constitutes a challenge that companies have to face today. This book brings together the opinions of several leading researchers from all around the world. Together they try to develop new approaches and find answers to those challenges. Through the

individual chapters of this book, the authors present their understanding of the different challenges, the concepts on which they are working, the approaches they are developing and the tools they propose. The book is composed of six parts; each one focuses on a specific theme and is subdivided into subtopics.

Business Expert Press

This edited book serves to unify the current state of knowledge for 3D printing / Additive Manufacturing and its impact on manufacturing operations. Bringing together leading experts from across the operations and supply chain disciplines the contributions offer a concise, accessible, and focused text for researchers and practitioners alike. Showing how 3DP can be implemented in a multitude of business models, the book explores how to manage 3DP both in the production environment and wider supply chain.

Advances in Production Management Systems Springer Nature

Offers a holistic approach to guiding product design, manufacturing, and after-sales support as the manufacturing industry transitions from a product-oriented model to service-oriented

paradigm This book provides fundamental knowledge and best industry practices in reliability modelling, maintenance optimization, and service parts logistics planning. It aims to develop an integrated product-service system (IPSS) synthesizing design for reliability, performance-based maintenance, and spare parts inventory. It also presents a lifecycle reliability-inventory optimization framework where reliability, redundancy, maintenance, and service parts are jointly coordinated. Additionally, the book aims to report the latest advances in reliability growth planning, maintenance contracting and spares inventory logistics under non-stationary demand condition. Reliability Engineering and Service provides in-depth chapter coverage of topics such as: Reliability Concepts and Models; Mean and Variance of Reliability Estimates; Design for Reliability; Reliability Growth Planning; Accelerated Life Testing and Its Economics; Renewal Theory and Superimposed Renewals; Maintenance and Performance-Based Logistics; Warranty Service Models; Basic Spare Parts Inventory Models; Repairable Inventory Systems; Integrated Product-Service

Systems (IPPS), and Resilience Modeling and Planning Guides engineers to design reliable products at a low cost Assists service engineers in providing superior after-sales support Enables managers to respond to the changing market and customer needs Uses end-of-chapter case studies to illustrate industry best practice Lifecycle approach to reliability, maintenance and spares provisioning Reliability Engineering and Service is an important book for graduate engineering students, researchers, and industry-based reliability practitioners and consultants. Advances in Production Management Systems: New Challenges, New Approaches Emerald Group Publishing This book explores the practical implementation of an advanced after-sales management framework devoted to warranty management. The framework is intended for companies producing either standardized or customized products and such a management tool will facilitate organizational improvement and support innovative decision making processes for technical assistance in after-sales services. "After-sales Service of Engineering Industrial Assets" comprises a

proposal for a warranty management framework, with an account of the different methods that can be used to improve decision making in the different stages of the after-sales service management process, and strategies for strengthening the structure and foundations of the framework. A review of the fundamental issues and current research topics in warranty management and after sales services is also provided, which is exemplified by a case study. This book is intended for postgraduates, researchers and engineers who are interested in after sales management, assets engineering and warranty management.

Proceedings of the 5th International Conference LDIC, 2016 Bremen, Germany
Springer

This edited book intends to provide knowledge on tools and practices of servitization to facilitate the formulation and implementation of servitization-based strategies, service infusion and manufacturing service transition globally. Including 22 practically relevant contributions, this book aims to help scholars and practitioners seeking to

facilitate servitization in companies through original perspectives and advanced thinking in related issues such as business models, strategic change, practices, processes, routines, value creation and appropriation. Employing practice theory as a useful frame, the contributions span theoretical approaches such as product-service systems, service science, services-dominant logic and cocreation, resource-based views, industrial organization and institutional theory. The book presents tools and frameworks to enable and support servitization and engender understanding of servitization-as-practice.

Profiting From Services and Solutions
Springer

Asset management is becoming increasingly important to an organization's strategy, given its effects on cost, production, and quality. No matter the sector, important decisions are made based on techniques and theories that are thought to optimize results; asset management models and techniques could help maximize effectiveness while reducing risk. Optimum Decision Making in Asset Management posits that effective

decision making can be augmented by asset management based on mathematical techniques and models. Resolving the problems associated with minimizing uncertainty, this publication outlines a myriad of methodologies, procedures, case studies, and management tools that can help any organization achieve world-class maintenance. This book is ideal for managers, manufacturing engineers, programmers, academics, and advanced management students.

Proceedings of the First Karlsruhe Service Summit Workshop - Advances in Service Research, Karlsruhe, Germany, February 2015
Academic Press

Industrial Product-Service Systems (IPS2), which is defined as "an integrated industrial product and service offering that delivers value in use," has expanded rapidly over the last decade. IPS2 has allowed us to achieve both high added value and high productivity and has enriched our QOL by improving the performance of products and services. We are now struggling with many awkward issues related to sustainability, but IPS2 is expected to be the "philosopher's stone"

for solving these issues. Following the pattern of conferences held in Cranfield in 2009, Linköping in 2010, and Braunschweig in 2011, the fourth International CIRP Conference on Industrial Product-Service Systems, held on November 8-9, 2012, in Tokyo, will cover various aspects of IPS2. Topics planned for this year's conference reflect the latest IPS2 information in both the natural sciences and humanities and include case studies from various industries. IPS2 is still a relatively new field, so it is important to keep track of the entire context in order to promote more cross-sectional cooperation between multimodal fields and disciplines. The fourth International CIRP Conference on Industrial Product-Service Systems will serve as a vital platform for such collaborations and the discussion of new scientific ideas.

Organizational Competence for

Servitization KIT Scientific Publishing

As Industry 4.0 brings on a new bout of transformation and fundamental changes in various industries, the traditional manufacturing and production methods are falling to the wayside. Industrial processes must embrace modern

technology and the most recent trends to keep up with the times. With “smart factories”; the automation of information and data; and the inclusion of IoT, AI technologies, robotics, and cloud computing comes new challenges to tackle. These changes are creating new threats in security, reliability, the regulations around legislation and standardization of technologies, malfunctioning devices or operational disruptions, and more. These effects span a variety of industries and need to be discussed. Research Anthology on Cross-Industry Challenges of Industry 4.0 explores the challenges that have risen as multidisciplinary industries adapt to the Fourth Industrial Revolution. With a shifting change in technology, operations, management, and business models, the impacts of Industry 4.0 and digital transformation will be long-lasting and will forever change the face of manufacturing and production. This book highlights a cross-industry view of these challenges, the impacts they have, potential solutions, and the technological advances that have brought about these new issues. It is ideal for mechanical engineers, electrical

engineers, manufacturers, supply chain managers, logistics specialists, investors, managers, policymakers, production scientists, researchers, academicians, and students looking for cross-industry research on the challenges associated with Industry 4.0.

Architecting Fail-Safe Supply Networks IGI Global

Assessing Progress toward Sustainability: Frameworks, Tools, and Case Studies provides practical frameworks for measuring progress toward sustainability in various areas of production, consumption, services and urban development as they relate to environmental impact. A variety of policies/strategies or frameworks are available at national and international levels. This book presents an integrated approach to sustainability progress measurement by considering both the frameworks and methodological developments of various tools, as well as their implementation in assessing the sustainability of processes, products and services through a global perspective. Combining methods and their application, the book covers a variety of topics,

including lifecycle assessment, risk assessment, nexus thinking, and connection to SDGs. Organized clearly into three main sections --Frameworks, Tools, and Case Studies--this book can serve as a practical resource for researchers and practitioners alike in environmental science, sustainability, environmental management and environmental engineering. Offers an integrated approach to sustainability assessment using the most up-to-date frameworks and tools Includes extensive, diverse case studies to illustrate the methods and process for using the frameworks and tools outlined Provides practical insights related to challenges and opportunities to reduce environmental impacts and increase resources and energy efficiency

Concepts, Methodologies, Tools, and Applications Advances in Production Management Systems International IFIP TC 5, WG 5.7 Conference on Advances in Production Management Systems (APMS 2007), September 17-19, Linköping, Sweden

This book intends to present and discuss

the main challenges that companies interested in servitization strategies have to overcome, with a particular focus on the design of managerial control systems. The book can represent a useful tool for companies interested developing successful servitization strategies.

Smart Computing Applications in Crowdfunding Springer

Service Systems Implementation provides the latest applications and practices aimed at improving the key performance indicators of service systems, especially those related to service quality, service productivity, regulatory compliance, and sustainable service innovation. The book presents action-oriented, application-oriented, design science-oriented (artifacts building: constructs, models, methods and instantiations) and case study-oriented research with actionable results by illustrating techniques that can be employed in large scale, real world examples. The case studies will help visualize service systems along the four key dimensions of people, information,

technology and value propositions which can help enable better integration between them towards higher value propositions. The chapters, written by leading experts in the field, examine a wide range of substantive issues and implementations related to service science in various industries. These contributions also showcase the application of an array of research methods, including surveys, experiments, design science, case studies and frameworks, providing the reader with insights and guidelines to assist in building their own service systems, and thus, moving toward a more favorable service customer and provider experience. Service Systems Implementation, along with its companion text, The Science of Service Systems, is designed to present multidisciplinary and multisectoral perspectives on the nature of service systems, on research and practice in service, and on the future directions to advance service science. These two volumes compose a collection of articles from those involved in the emerging area known as service science.