

Create User 2 Fedex

Operational information management is at a crossroads as it sheds the remaining vestiges of its paper-based processes and moves through the uncharted domain of electronic data processes. The final outcome is not yet in full focus, but real progress has been made in the transition to electronic documents providing the aviation industry with a clear direction. This book looks at a combination of industry initiatives and airline successes that point to the next steps that operators can take as they transition to fully integrated information management systems. Although the route has not been fully identified, it is evident that a key to successful long-term efficient information management is industry-wide cooperation. The chapters are authored by a range of experts in operational information management, and collectively, they outline ways that operators can improve efficiency across flight, ground and maintenance operations. Considerations and recommendations are identified and presented addressing the following priorities: Safety-critical information and procedures Human factors Information security Operational information standardization. The readership includes: Airline flight operations managers and standards personnel, Airline operating documents and publication specialists, Airline information managers, Commercial pilots, Airline maintenance managers and personnel, Manufacturers and vendors of aviation products, Aviation regulators and policy makers, Aviation researchers and developers of information technologies, and Military technical publications specialists.

Creating and dominating a brand new market is the Holy Grail for business owners and managers. Having no competition means that you can make and survive mistakes, attract and keep top talent, and price to market rather than to competitive pressure. What's more, when you prove that you're a market visionary, you can expect increased profits and higher stock prices to reward your efforts. And you'll enjoy the excitement and satisfaction -- the sheer fun -- of creating something new. But for every new market success, there are countless enterprises that burn millions of dollars trying and failing to create a viable market. How can companies avoid such failures? *Creating and Dominating New Markets* gives you a blueprint for doing just that. Packed with specific applications and ideas, this breakthrough book shows you how to emulate the remarkable triumphs of savvy companies like Microsoft, FedEx, and Palm. It recounts the fascinating stories behind market-creating companies like Daimler at the turn of the century and America Online at the dawn of the Internet age. The book explains how to formulate a plan for market domination, first by tackling basics -- like what factors all successful new market ventures have in common -- and then by exploring how to determine the right niche to target.

Agile is broken. Most Agile transformations struggle. According to an Allied Market Research study, "63% of respondents stated the failure of agile implementation in their organizations." The problems with Agile start at the top of most organizations with executive leadership not getting what agile is or even knowing the difference between success and failure in agile. Agile transformation is a journey, and most of that journey consists of people learning and trying new approaches in their own work. An agile organization can make use of coaches and training to improve their chances of success. But even then, failure remains because many Agile ideas are oversimplifications or interpreted in an extreme way, and many elements essential for success are missing. Coupled with other ideas that have been dogmatically forced on teams, such as "agile team rooms", and "an overall inertia and resistance to change in the Agile community," the Agile movement is ripe for change since its birth twenty years ago. "Agile 2" represents the work of fifteen experienced Agile experts, distilled into *Agile 2: The Next Iteration of Agile* by seven members of the team. Agile 2 values these pairs of attributes when properly balanced: thoughtfulness and prescription; outcomes and outputs, individuals and teams; business and technical understanding; individual empowerment and good leadership; adaptability and planning. With a new set of Agile principles to take Agile forward over the next 20 years, Agile 2 is applicable beyond software and hardware to all parts of an agile organization including "Agile HR", "Agile Finance", and so on. Like the original "Agile", "Agile 2", is just a set of ideas - powerful ideas. To undertake any endeavor, a single set of ideas is not enough. But a single set of ideas can be a powerful guide.

A customer-centric culture provides focus and direction for the organization, ensuring that exceptional value will be offered to customers this, in turn, results in enhanced market performance. Unfortunately, caught up in the daily economic and competitive pressures of running complex and fast-changing businesses, managers may lose sight of custo

Prepare to Think and Act like a manager with the powerful insights, solid concepts, and reader-friendly approach in *ORGANIZATIONAL BEHAVIOR: MANAGING PEOPLE AND ORGANIZATIONS*, 12th Edition. This text equips you with the skills and practical understanding to meet modern management challenges. You will delve into the fundamentals of employee behavior in today's organizations as the book balances classic management ideas with thorough coverage of the most recent organizational behavior developments and contemporary trends. Memorable examples from organizations and managers you will instantly recognize are woven throughout the book and work with new cases and boxed features that focus on pressing issues and reinforce the book's practical perspective. You'll also learn more about your strengths and areas where you need development through an array of self-assessment activities. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

On July 26, 2002, about 0537 eastern daylight time, Federal Express flight 1478, a Boeing 727-232F, on its way from Memphis International Airport to Tallahassee Regional airport, struck trees on short final approach and crashed short of runway 9 at the Tallahassee Regional Airport, Florida. The flight was operating as a scheduled cargo flight from Memphis, to Tallahassee. The captain, first officer, and flight engineer were seriously injured, and the airplane was destroyed by impact and resulting fire. Night visual meteorological conditions prevailed for the flight, which operated on an instrument flight rules flight plan. The National Transportation Safety Board determines that the probable cause of the accident was the crew's failure to establish and maintain a proper glidepath during the night visual approach to landing. Contributing to the accident was a combination of the captain's and first officer's fatigue, the crew's failure to monitor the approach, and the first officer's color vision deficiency.

Lots of books tell you how to buy and sell on eBay. But what if something goes horribly awry? Do you have to chalk it up to a "lesson learned," lick your wounds and move on? Not a chance. *Don't Get Burned on eBay* offers relevant lessons based on real-life stories posted on eBay's Answer Center. With sharp, witty rhetoric, veteran eBay user Shauna Wright (co-founder of the popular web site *WhoWouldBuyThat.com*, shows eBay veterans and newcomers alike how to avoid those nasty scenarios, and how to pull themselves out of the muck if they've already fallen in. Six entertaining (and hair-raising) chapters cover real problems that people have encountered with bidding, payment, shipping, packaging, dealing with other eBayers, and coping with the eBay system. This book is for anyone who's ever used eBay, because even veteran buyers and sellers often don't know the intricacies of eBay's and PayPal's rules. *Don't Get Burned on eBay* will leave you well-informed and better protected from potential pitfalls. The book's extensive glossary and numerous in-depth sidebars also make the book useful to people who haven't yet taken the plunge into eBay.

So you wish to escape the humdrum and enjoy higher visibility, success and status in your field. You have noted that many are trapped in a vicious cycle of life and mindset, making no real progress. However, you wish to be different. Fire is synonymous with heat and light, so the phrase *Ignite Your Life* connects your desire to move from darkness and anonymity to becoming recognizable and significant. It is this state that the PremierExperts(r) in this book have attained. They have achieved different levels of visibility and success in their chosen fields. As you read this book, you will note that they all come from diverse and unique backgrounds, confirming that success is not set aside for any particular individual or group and is not limited to any particular

subject. The PremierExperts(r) in this book cover a variety of topics, but for each author there is a commonality of mindset that promotes success. They utilize knowledge, goal-setting, perseverance, passion and action to move them to their desired goal. The information they have shared here - including guidance on 'how to' as well as 'how NOT to' - makes their stories invaluable to all who wish to learn the secrets to successful achievement. So, go now! Go out and Ignite Your Life! Think left and think right and think low and think high. Oh, the things you can think up if only you try!

The managed flow of goods and information from raw material to final sale also known as a "supply chain" affects everything--from the U.S. gross domestic product to where you can buy your jeans. The nature of a company's supply chain has a significant effect on its success or failure--as in the success of Dell Computer's make-to-order system and the failure of General Motor's vertical integration during the 1998 United Auto Workers strike. Supply Chain Integration looks at this crucial component of business at a time when product design, manufacture, and delivery are changing radically and globally. This book explores the benefits of continuously improving the relationship between the firm, its suppliers, and its customers to ensure the highest added value. This book identifies the state-of-the-art developments that contribute to the success of vertical tiers of suppliers and relates these developments to the capabilities that small and medium-sized manufacturers must have to be viable participants in this system. Strategies for attaining these capabilities through manufacturing extension centers and other technical assistance providers at the national, state, and local level are suggested. This book identifies action steps for small and medium-sized manufacturers--the "seed corn" of business start-up and development--to improve supply chain management. The book examines supply chain models from consultant firms, universities, manufacturers, and associations. Topics include the roles of suppliers and other supply chain participants, the rise of outsourcing, the importance of information management, the natural tension between buyer and seller, sources of assistance to small and medium-sized firms, and a host of other issues. Supply Chain Integration will be of interest to industry policymakers, economists, researchers, business leaders, and forward-thinking executives.

Are you excited about opening your Web store, but a little intimidated too? Relax! Web Stores Do-It-Yourself For Dummies is here to guide you step by step through the whole process. You'll find the easiest and best ways to choose a provider, sign up with payment processors, and open for business in no time. This make-it-happen guide for online entrepreneurs walks you through the process of opening an account, designing your store for easy shopping, creating a catalog that shoppers can't resist, processing orders and payments efficiently, and much more. You'll find the best ways to choose merchandise, establish store information, create a skype phone number, develop store policies, and reach the customers you want. Discover how to: Pick products that will really sell Find and evaluate storefront providers Establish payment options Accept credit card payments safely Lay out your design from the ground up Set up a catalog of goods Arrange for shipping Incorporate the best practices of super-selling sites Keep your store up to date Put your Web store at the hub of your sales Fine-tune before you open Take advantage of search engines and pay-per-click campaigns Complete with lists of the top ten things every Web store needs, tips for designing your store, and traps to avoid while building and running your store, Web Stores Do-It-Yourself For Dummies makes opening your Web store fast, fun, and simple!

This is a guide to promotion and sales in the sport industry. Experts from the classroom and sports field offer insights and experiential data on the skills needed to succeed in sports promotion and sales.

The second edition of Services Marketing: Text and Cases takes a leap forward to develop a strategic perspective to the service marketing framework. This edition begins with an initiation into the field of services and then develops an appreciation of the service marketing system and includes five additional chapters. The focus is then directed at service strategy and the creation of sustainable differentiation. The book finally discusses the management of operational issues such as quality, demand matching, recovery and empowerment.

Law of the Internet, Fourth Edition is a two-volume up-to-date legal resource covering electronic commerce and online contracts, privacy and network security, intellectual property and online content management, secure electronic transactions, cryptography, and digital signatures, protecting intellectual property online through link licenses, frame control and other methods, online financial services and securities transactions, antitrust and other liability. The Law of the Internet, Fourth Edition quickly and easily gives you everything you need to provide expert counsel on: Privacy laws and the Internet Ensuring secure electronic transactions, cryptography, and digital signatures Protecting intellectual property online - patents, trademarks, and copyright Electronic commerce and contracting Online financial services and electronic payments Antitrust issues, including pricing, bundling and tying Internal network security Taxation of electronic commerce Jurisdiction in Cyberspace Defamation and the Internet Obscene and indecent materials on the Internet Regulation of Internet access and interoperability The authors George B. Delta and Jeffrey H. Matsuura -- two Internet legal experts who advise America's top high-tech companies -- demonstrate exactly how courts, legislators and treaties expand traditional law into the new context of the Internet and its commercial applications, with all the citations you'll need. The Law of the Internet also brings you up to date on all of the recent legal, commercial, and technical issues surrounding the Internet and provides you with the knowledge to thrive in the digital marketplace. Special features of this two-volume resource include timesaving checklists and references to online resources.

A handbook for administrative assistants and secretaries covers such topics as telephone usage, keeping accurate records, making travel arrangements, e-mail, using the Internet, business documents, and language usage.

From Stephen R. Covey's eldest son come a revolutionary book that will guide business leaders, public figures and their organizations towards unprecedented productivity and satisfaction. Trust, says Stephen M. R. Covey, is the very basis of the 21st century's global economy, but its power is generally overlooked and misunderstood. Covey shows you how to inspire immediate trust in everyone you encounter - colleagues, constituents, the marketplace - allowing you to forego the time-killing and energy-draining check and balance bureaucracies that are so often relied upon in lieu of actual trust.

Understanding Computers in a Changing Society gives your students a classic introduction to computer concepts with a modern twist! Known for its emphasis on basic computer concepts and societal issues, this text makes concepts relevant to today's career-focused students. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Now available in paperback, with an all new Reader's guide, The New York Times and Business Week bestseller Co-opetition revolutionized the game of business. With over 40,000 copies sold and now in its 9th printing, Co-opetition is a business strategy that goes beyond the old rules of competition and cooperation to combine the advantages of both. Co-opetition is a pioneering, high profit means of leveraging

business relationships. Intel, Nintendo, American Express, NutraSweet, American Airlines, and dozens of other companies have been using the strategies of co-opetition to change the game of business to their benefit. Formulating strategies based on game theory, authors Brandenburger and Nalebuff created a book that's insightful and instructive for managers eager to move their companies into a new mind set.

A practical approach to business transformation *Fit for Growth** is a unique approach to business transformation that explicitly connects growth strategy with cost management and organization restructuring. Drawing on 70-plus years of strategy consulting experience and in-depth research, the experts at PwC's Strategy& lay out a winning framework that helps CEOs and senior executives transform their organizations for sustainable, profitable growth. This approach gives structure to strategy while promoting lasting change. Examples from Strategy&'s hundreds of clients illustrate successful transformation on the ground, and illuminate how senior and middle managers are able to take ownership and even thrive during difficult periods of transition. Throughout the *Fit for Growth* process, the focus is on maintaining consistent high-value performance while enabling fundamental change. Strategy& has helped major clients around the globe achieve significant and sustained results with its research-backed approach to restructuring and cost reduction. This book provides practical guidance for leveraging that expertise to make the choices that allow companies to: Achieve growth while reducing costs Manage transformation and transition productively Create lasting competitive advantage Deliver reliable, high-value performance Sustainable success is founded on efficiency and high performance. Companies are always looking to do more with less, but their efforts often work against them in the long run. Total business transformation requires total buy-in, and it entails a series of decisions that must not be made lightly. The *Fit for Growth* approach provides a clear strategy and practical framework for growth-oriented change, with expert guidance on getting it right. **Fit for Growth* is a registered service mark of PwC Strategy& Inc. in the United States

It takes hard work and decisions to ensure customer-centric behaviour from all your employees - not just slogans and happy thoughts. Everyone talks about creating a customer-centered culture but in this work, the executive who pioneered FedEx's customer culture shows how to make it happen.

InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

Recognized as One of the Best Business Books for 2014 by CIO Magazine Based on interviews with more than 150 CIOs, IT/business executives, and academic thought leaders, *The Strategic CIO: Changing the Dynamics of the Business Enterprise* provides insight, success stories, and a step-by-step methodology to transform your IT organization into a strategic asset that drives customer value, increases revenues, and enhances shareholder wealth. The book details how strategic CIOs from FedEx, Procter & Gamble, McKesson, and other leading companies transformed their organizations. It illustrates the methods these CIOs used to become strategic partners that collaborate effectively within their organizations to leverage information and technology for a competitive advantage. The text will help you assess the key competencies and skills required by IT personnel to partner with your business teams to create new and enhanced products and services that create customer value, increase margin, and enhance shareholder wealth. The book includes powerful methodologies, time-saving templates, proven best practices, and helpful assessments. It also details a four-phase methodology, along with the associated activities and tools, to help your IT organization successfully transform into a strategic IT organization. Gain insight into the four domain competencies and twelve associated skills required to build effective strategic IT organizations. Build your roadmap to success using the transformation methodology described in the text and you will be on your way to making your organization a strategic IT organization. Read Philip Weinzimer's recent article that appeared on CIO.com.

A look at the founder of Federal Express who envisioned a streamlined fleet of airplanes that could deliver packages overnight

An inside look at leadership practices that enabled the world's leading shipping company to outthink and outperform its competition Using firsthand accounts from top leaders at FedEx, *FedEx Delivers* explains how the company became an international powerhouse and one of the most trusted global brands by using leadership practices that tapped into the creativity and commitment of its employees. Both a compelling business story and a prescription for business success, *FedEx Delivers* presents a model to show how these practices created and sustained an innovation culture. Readers will learn how to apply this model to their organizations for developing a culture of innovation that evolves with the times and offers fresh solutions to new challenges. Innovative thinking and disciplined execution are what made FedEx a market leader, and they can help any business in any industry do the same. Each chapter covers a different aspect of innovation with real-life stories that highlight its effectiveness, and offers valuable ideas that lead managers through the process of implementing those practices. By breaking innovation down to its three simplest steps-generation, acceptance, and implementation of ideas-and offering proven leadership practices that really work, *FedEx Delivers* offers unique insight and invaluable advice on building an organization that can adapt to any challenge and meet any goal in today's highly competitive global economy.

Using an innovative storytelling style to bring cases and legal concepts to life, *INTRODUCTION TO BUSINESS LAW, 5E* presents a full range of business law topics in a series of brief, quick-reading chapters. The text delivers succinct coverage of core business law topics, emphasizes the business applications of chapter concepts, and includes summarized cases to illustrate the point of law. The fifth edition includes all-new chapters on LLCs and employment discrimination, new Case Questions, and a new emphasis on social media issues throughout. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

No day is the same. No hour is the same. Not even the boss's moods are ever the same! The expectations and duties of the modern-day administrative assistant are higher and more stressful than ever before. From managing the phones, coordinating meetings, and preparing presentations to planning events, crafting clear business communications, and deciphering legal documents, administrative assistants need to be everything to everyone, all the time--and all with a smile! They spend all day helping others. Who is going to help them? Long the gold standard for office professionals seeking to improve their performance and enhance their value to employers, *The Administrative Assistant's and Secretary's Handbook* is the definitive source of help for these true jack-of-all-trades, including information on topics such as: • Creating graphics, charts, and presentations • Microsoft Word, Excel, Outlook, and Publisher • Web conferencing • Electronic and paper filing systems • Recordkeeping • Meeting planning and management • Business math • Computer and software troubleshooting • And much more Extensively updated with new information on Windows 8, Microsoft Office 2013, Apple OS, mobile computing, data

security, Google Calendar, Google Drive, Google Docs, and Microsoft Web Applications, this bestselling guide will help these unsung heroes shine in the eyes of all their coworkers.

This book chronicles the dramatic last-minute saves and turnarounds Federal Express engineered from its inception to the present. It also introduces the remarkable individuals whose flexibility and creativity made a fledgling startup into one of the great success stories.

Set in the near future of 2020, this disconcerting philosophical fantasy depicts an America devastated by a war with China that has left its populace decimated, its government a shambles, and its natural resources tainted. The hero is Ben Turnbull, a sixty-six-year-old retired investment counselor, who, like Thoreau, sticks close to home and traces the course of one Massachusetts year in his journal. Something of a science buff, he finds that his disrupted personal history has been warped by the disjunctions and vagaries of the "many-worlds" hypothesis derived from the indeterminacy of quantum theory. His identity branches into variants extending back through the past and forward into the evolution of the universe, as both it and his own mortal, nature-haunted existence move toward the end of time.

Between coordinating meetings, making travel arrangements, and running the phone lines, being a professional administrative assistant requires an astonishing and varied range of skills involving interpersonal communication, written presentations, and organizational ability. Written in a down-to-earth style, *Administrative Assistant's and Secretary's Handbook* provides readers with information on subjects including record keeping, telephone usage, office machines, mail, business letters, and computer software skills. Now in its third edition, the book has been completely revised with expanded coverage of topics including electronic records management, interpersonal and communication skills, troubleshooting computer problems, time and stress management, customer service, event planning, web conferencing, math for office professionals, office management and supervision, transcription, and much more. Comprehensive and completely up-to-date, this is the book every administrative professional should own.

The unbelievable true story of three pilots flying a routine Federal Express flight who must call on their inner courage, strength, and ability to stop a bitter, suicidal hijacker from killing them, and thousands of people below. David Sanders, Jim Tucker, and Andy Peterson had taken off on a regular "out-and-back," delivering and picking up packages for FedEx's next-day service. They had one jumpseat passenger, an off-duty colleague who they assumed was simply taking advantage of the FedEx perk allowing virtually all employees to ride the company jets for free. The shock came twenty minutes later. Before the plane had reached its normal cruising altitude, the lone passenger attacked the pilots with hammers and a spear gun. He'd had his diabolical plan in the works for months: by crashing the plane into the Federal Express Memphis hub, he'd ruin the company, which he felt had treated him unfairly. With superhuman strength fueled by sheer fury, the attacker struck the pilots again and again. What he didn't count on was the skill and intelligence of the pilots. While Sanders and Peterson tried to stop the relentless battering, copilot Tucker swung the aircraft into dangerous flight maneuvers in an attempt to literally knock the man off his feet. In *Hijacked*, Dave Hirschman vividly re-creates this hair-raising battle of wills, giving each pilot's point of view and drawing on his own experiences as a pilot to take us inside that fateful day.

For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network.

A concise and practical introduction to OM examining tasks and challenges faced by operations managers, featuring new video interviews with businesspeople showing how 'key ideas' from the text work in the real world, as well as a range of engaging case studies from global organizations.

The Cost of a Deadbeat is a thought-provoking study that takes both a humorous and cynical approach to identifying and defining the major types of deadbeats, and the hidden monetary and emotional costs they bring to society. With over forty years of experience in the workplace, author Michael Webb applies his business knowledge and observation skills to illuminate what most of us unknowingly tolerate each day from the selfish and lazy in our culture. In each chapter, Webb provides personal examples of DNA (Deadbeat Negligent Activities) and categorizes the types of deadbeats, such as: Workplace deadbeats-slackers, sickies, tenure train riders, and slacking supervisors Criminal deadbeats-pilferers, prisoners, cyber slugs, scam artists, and petty thieves Daylight deadbeats-porky politicians, bumbling bureaucrats, and deadbeat voters Cheater deadbeats-fraud finders, tax evaders, and bankruptcy bums New generation deadbeats-poor parents and weak schools *The Cost of a Deadbeat* will encourage you to join the fight against deadbeats by examining your own behavior and contributing common sense and decency to your own life.

This comprehensive textbook introduces readers to the three-tiered, Model-View-Controller (MVC) architecture by using Hibernate, JSPs, and Java Servlets. These three technologies all use Java, so that a student with a background in programming will be able to master them with ease, with the end result of being able to create web applications that use MVC, validate user input and save data to a database. Features: presents the many topics of web development in small steps, in an accessible, easy-to-follow style; uses powerful technologies that are freely available on the web to speed up web development, such as JSP, JavaBeans, annotations, JSTL, Java 1.5, Hibernate and Tomcat; discusses HTML, HTML Forms, Cascading Style Sheets and XML; introduces core technologies from the outset, such as the MVC architecture; contains questions and exercises at the end of each chapter, detailed illustrations, chapter summaries, and a glossary; includes examples for accessing common web services.

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