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"Rachel Reid crafted a story of true heart, beauty, heat, and glorious, hard-won redemption! I loved both heroes and their journey to love was a gorgeous one to watch!" —Lauren Blakely, #1 New York Times bestselling author of *Scoring With Him* The highly anticipated fifth novel in Rachel Reid's *Game Changers* series sees a grumpy professional hockey player meet his match in an out-and-proud social media manager... The hits just keep coming for Troy Barrett. Traded to the worst team in the league would be bad enough, but coming on the heels of a

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messy breakup and a recent scandal... Troy just wants to play hockey and be left alone. He doesn't want to be in the news anymore, and he definitely doesn't want to "work on his online presence" with the team's peppy social media manager. Harris Drover can tell standoffish Troy isn't happy about the trade—anyone could tell, frankly, as he doesn't exactly hide it well—but Harris doesn't give up on people easily. Even when he's developing a crush he's sure is one-sided. And when he sees Troy's smile finally crack through his grumpy exterior, well... That's a man Harris couldn't turn his back on if he wanted to. Suddenly, Troy's move to the new team feels like an opportunity—for Troy to embrace his true self, and for both men to surrender to their growing attraction.

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But indulging in each other behind closed doors is one thing, and for Troy, being in a public relationship with Harris will mean facing off with his fears, once and for all. Game Changers Book 1: Game Changer Book 2: Heated Rivalry Book 3: Tough Guy Book 4: Common Goal Book 5: Role Model Book 6: The Long Game

Appropriate for upper-division undergraduate- and graduate-level courses in computer vision found in departments of Computer Science, Computer Engineering and Electrical Engineering. This textbook provides the most complete treatment of modern computer vision methods by two of the leading authorities in the field. This accessible presentation gives both a general view of the entire computer vision enterprise and also offers sufficient detail for students to

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be able to build useful applications. Students will learn techniques that have proven to be useful by first-hand experience and a wide range of mathematical methods.

Russell and Taylor's Operations and Supply Chain Management, 9th Edition is designed to teach students how to analyze processes, ensure quality, create value, and manage the flow of information and products, while creating value along the supply chain in a global environment. Russell and Taylor explain and clearly demonstrate the skills needed to be a successful operations manager. Most importantly, Operations Management, 9th Edition makes the quantitative topics easy for students to understand and the mathematical applications less intimidating. Appropriate for students preparing for careers across

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functional areas of the business environment, this text provides foundational understanding of both qualitative and quantitative operations management processes.

Operations Management Wiley

A Gay Sports Romance

The Operations Management

Complete Toolbox (Collection)

Computer Vision: A Modern Approach

Focused Operations Management

Resilience Thinking

Dyslexia

Illustrating the key drivers in effective supply chain management. Supply Chain Management illustrates the key drivers of good supply chain management in order to help readers understand what creates a competitive advantage. The fifth edition continues to increase the focus on global supply chain.

The updated second edition of best-selling

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Essentials of the Reid Technique: Criminal Interrogation and Confessions teaches readers how to identify and interpret verbal and nonverbal behaviors of both deceptive and truthful people, and how to move toward obtaining solid confessions from guilty persons. The Reid Technique is built around basic psychological principles and presents interrogation as an easily understood nine-step process.

Separated into two parts, What You Need to Know About Interrogation and Employing the Reid Nine Steps of Interrogation, this book will help readers understand the effective and proper way that a suspect should be interrogated and the safeguards that should be in place to ensure the integrity of the confession.

Tourism Management: managing for change is a complete synthesis of tourism, from its beginnings through to the major impacts it has on today's global

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community, the environment and economy. Provocative and stimulating, it challenges the conventional thinking and generates reflection, thought and debate. This bestselling book is now in its third edition and has been fully revised and updated to include complete set of brand new case studies, a new four colour page design to enhance learning and improved online companion resources packed with must have information to assist in learning and teaching. Tourism Management covers the fundamentals of tourism, introducing the following key concepts: \*

- \* The development of tourism
- \* Tourism supply and demand
- \* Sectors involved: transport, accommodation, government
- \* The future of tourism: including forecasting and future issues affecting the global nature of tourism

In a user-friendly, handbook style, each chapter covers the material required for at least one lecture

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within a degree level course. Written in a jargon-free and engaging style, this is the ultimate student-friendly text, and a vital introduction to this exciting, ever-changing area of study. The text is also accompanied by a companion website packed with extra resources for both students and lecturers, including learning outcomes for each chapter, multiple choice questions, links to sample chapters of related titles and journal articles for further reading, as well as downloadable PowerPoint materials and illustrations from the text. Accredited lecturers can request access to download additional material by going to <http://textbooks.elsevier.com> to request access.

Focused Operations Management shows how to do much more with existing resources in terms of throughput, response time and quality. It provides a system view and will touch upon performance



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measures, operations management, quality, cost-accounting, pricing, and above all, value creation and value enhancement.

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Role Model

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**future careers.**

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networks of supply and demand, and  
developments in technology ·**

**Challenging, because solutions must  
be must be financially sound,  
resource-efficient, as well as  
environmentally and socially  
responsible · And everywhere,  
because in our daily lives, whether at  
work or at home, we all experience  
and manage processes and  
operations.**

**Newly updated, Gavin Reid's best-  
selling handbook remains an  
essential resource for those helping  
dyslexic individuals of all ages, from  
preschoolers to adults in the  
workplace. Combines theoretical  
explanations, the latest research, and  
practical solutions with a focus on**

**inclusion and meeting the individual's needs New and expanded coverage includes: multilingualism; the use of technology; co-existing conditions such as dyspraxia, dyscalculia, and ADHD; and positive dyslexia Assembles the latest policies and best practices for dyslexia from around the world, and makes current debates regarding education and literacy accessible to trainees and practitioners Interrogates the rise of national philosophies and their impact on cosmopolitanism and nationalism.**

**Production and Operations Management Systems**

**Operations Management: Policy, Practice and Performance**

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such areas as supply chain  
management, the balanced  
scorecard, and yield  
management. This**

**informative book arms  
them with a much-needed  
introduction to operations  
management and explains**

**how to deal with the challenges in these areas. It guides them through all the basics including core competency, mass customization, benchmarking, business process design, and enterprise resource planning (ERP). All the while, it emphasizes the critical role that operations management will play in all the career paths that they choose.· The Nature of Operations· Strategy, Operations, and Global Competitiveness· Process Planning and Design· Six Sigma for Process and**

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Management, Dan Reid and  
Nada Sanders have  
strengthened their  
commitment to improve the  
teaching and learning  
experience in the  
introductory operations  
management course. The  
text provides a solid**

**foundation of Operations Management with clear, guided instruction and a balance between quantitative and qualitative concepts. Through an integrated approach, the authors illustrate how all business students will interact with Operations Management in future careers.**

**Criminal Interrogation and Confessions, Fifth Edition presents the Reid Technique of interviewing and interrogation and is the standard used in the field. This updated Fifth Edition presents interviewing and**

**interrogation techniques, based on actual criminal cases, which have been used successfully by thousands of criminal investigators. This practical text is built around simple psychological principles and examines interrogation as a nine-step process that is easily understood by the reader. New and Key Features of the updated Fifth Edition: -The text contains updated photographs throughout to illustrate behavior symptoms; the proper room setting and positioning; as well as the placement of**

**electronic recording equipment. -Every chapter of the text includes updated information. -Chapter 9 (Behavior Symptom Analysis) contains new research that has been conducted on the efficacy of behavior symptom analysis, as well as building for the reader the behavioral model of the truthful individual versus the subject who is withholding or fabricating relevant information. -Chapters 7 through 12 discuss in detail how to build the investigative interview, including the proper use of both**

**investigative and behavior provoking questions, as well as guidelines for evaluating the credibility of allegations, and the proper use of follow-up and bait questions. -Chapter 15 (Distinguishing between True and False Confessions) has been updated to include new cases throughout and contains two new sections; "The Issue of False Confessions in the Courtroom - The Testimony of Expert Witnesses" and "The Issue of False Confessions in the Courtroom - Court Decisions". -Chapter 17**

**discusses all of the legal issues related to interrogation and confession law, including Miranda, the meaning of custody, the use of threats and/or promises, the use of deception, and confession voluntariness. The chapter contains update legal references including 2011 court decisions.**

**"This book is a guide to environmental laws and liability issues that arise in real estate and commercial transactions"--**

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***Through an integrated approach, the authors illustrate how all business students will interact with Operations Management in future careers.***

***In the 5th Edition of Operations Management, Dan Reid and Nada Sanders have strengthened their commitment to improve the teaching and learning experience in the introductory operations management course. The text provides a solid foundation of Operations Management with clear, guided instruction and a balance between quantitative and qualitative concepts.***

***Through an integrated approach, the authors illustrate how all business students will interact with Operations Management in future careers. And, with increased support for students through new pedagogy, worked out examples and WileyPLUS, the 5th Edition provides the help students need to complete the course with greater success. WileyPLUS sold separately from text.***

***Hospitality Marketing Management, 6th Edition explores marketing and themes unique to hospitality and tourism. The 6th edition***

***presents many new ideas along with established marketing principles, exploring not only the foundations of marketing in the hospitality world but also new trends in the industry. Advisor of Leadership at Google and former vice president of leadership at LinkedIn claims that the biggest driver of motivation is the chance to serve a larger purpose beyond our careers and ourselves, rather than salary, benefits, bonuses, or other material incentives; companies that are able to successfully focus their people, their teams, and their***

***culture around meaning  
outperform their competition.  
Fred Kofman's approach to  
leadership has little to do with  
the standard practices taught  
in business school and  
traditional books. Bringing  
together economics and  
business theory,  
communications and conflict  
resolution, family counseling  
and mindfulness meditation,  
Kofman argues in The Meaning  
Revolution that our most deep-  
seated, unspoken, and  
universal anxiety stems from  
our fear that our life is being  
wasted--that the end of life  
will overtake us when our song  
is still unsung. Material***

***incentives--salary and benefits--account for perhaps 15 percent of employees' motivation at work. The other 85 percent is driven by a need to belong, a feeling that what we do day in and day out makes a difference, that how we spend our time on earth serves a larger purpose beyond just ourselves. Kofman claims that transcendental leaders, wherever they are in the hierarchy, are able to put aside their self-interests and help others to feel connected with others on a team or in an organization on a great mission and part of an ennobling purpose. He argues***

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**that every organization  
involved in work that is  
nonviolent and non addictive  
has what he calls an  
"immortality project" at its  
core. And the challenge for  
leaders is to identify and  
expand on that core, to inspire  
all stakeholders to take part.**

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## **Resources**

***Health Insurance and Managed Care: What They Are and How They Work is a concise introduction to the workings of health insurance and managed care within the American health care system. Written in clear and accessible language, this text offers an historical overview of managed care before walking the reader through the organizational structures, concepts, and practices of the health insurance and managed care industry. The Fifth Edition is a thorough update that***

***addresses the current status of The Patient Protection and Affordable Care Act (ACA), including political pressures that have been partially successful in implementing changes. This new edition also explores the changes in provider payment models and medical management methodologies that can affect managed care plans and health insurer. This handbook summarises knowledge from experts and empirical studies. It provides guidelines that can be applied in fields such as economics, sociology, and***



***psychology. Includes a comprehensive forecasting dictionary.***

***Since the beginning of mankind on Earth, if the "busyness" process was successful, then some form of benefit sustained it. The fundamentals are obvious: get the right inputs (materials, labor, money, and ideas); transform them into highly demanded, quality outputs; and make it available in time to the end consumer. Illustrating how operations relate to the rest of the organization,***  
***Production and Operations***

***Management Systems provides an understanding of the production and operations management (P/OM) functions as well as the processes of goods and service producers. The modular character of the text permits many different journeys through the materials. If you like to start with supply chain management (Chapter 9) and then move on to inventory management (Chapter 5) and then quality management (Chapter 8), you can do so in that order. However, if your focus is***

***product line stability and quick response time to competition, you may prefer to begin with project management (Chapter 7) to reflect the continuous project mode required for fast redesign rapid response. Slides, lectures, Excel worksheets, and solutions to short and extended problem sets are available on the Downloads / Updates tabs. The project management component of P/OM is no longer an auxiliary aspect of the field. The entire system has to be viewed and understood. The book helps***

***students develop a sense of managerial competence in making decisions in the design, planning, operation, and control of manufacturing, production, and operations systems through examples and case studies. The text uses analytical techniques when necessary to develop critical thinking and to sharpen decision-making skills. It makes production and operations management (P/OM) interesting, even exciting, to those who are embarking on a career that involves business of any***

***FRIGHTENED MONSTERS.  
STOLEN TIME. AND ONE  
SERIOUSLY  
UNDERESTIMATED  
DAMSEL. Katie ran from the  
magical world years ago. She  
never planned on being  
dragged back in by a  
prophesying clamshell. The  
seers believe she alone can  
prevent an apocalypse of  
ruined time and broken  
worlds. Bran the Crow King  
believes she can save him  
from his cannibalistic  
grandfather. Katie believes  
they're all nuts. One thing is  
for certain: she's not waiting***

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***around for help. Operation  
Katie Saves her Own Damn  
Self is officially on.***

***Criminal Interrogation and  
Confessions***

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Leadership***

***Health Insurance and  
Managed Care***

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***Tourism Management  
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***The 5th edition of Operations  
Management continues to***

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*incorporate more of a business/qualitative focus with less emphasis on a quantitative presentation to OM. This new edition is focused on offering more problem solving hints and tips as part of the solution to most examples and solved problems throughout the book. New content changes include an increased coverage of sustainability. Each chapter has a new section that features information on how sustainability is impacting the topic of that chapter. There is a new second virtual case on Healthcare and operations management. More coverage of technology and technology examples via operations and supply chain management as*

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*well as many new/current examples such as JIT and how the automotive industry/supply chain was disrupted from the Japan earthquake.*

*With its abundance of step-by-step solved problems, concepts, and examples of major real-world companies, this text brings unparalleled clarity and transparency to the course. In the new Fourth Edition , all aspects of operations management are explained—its critical impact in today's business environments, its relation to every department in an organization, and the importance of an integrated supply chain focus. Quantitative and qualitative topics are balanced, and students are guided through the coursework that*



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*will help lay the foundations for their future careers.*

*For operations managers, running a smooth and efficient organization is more crucial than ever -- and it's more difficult, too. Fortunately, there's a secret to success: a proven approach and toolset that can help operations managers free up resources, eliminate unnecessary meetings, and get more done faster. The approach is named "The Power of Completion," and the tools have been honed by expert project managers through decades of experience. In The Operations Manager's Toolbox, operations manager and PMP-certified project manager Randal Wilson shows how to apply the*

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*Project Management (PM) discipline to completing the crucial "smaller" tasks that can help the organization quickly drive substantial improvements in efficiency and performance. ¿ The Encyclopedia of Operations Management is the perfect "field manual" for every supply chain or operations management practitioner and student. The field's only single-volume reference, it's uniquely convenient and uniquely affordable. With nearly 1,500 well-organized definitions, it can help students quickly map all areas of operations and supply chain management, and prepare for case discussions, exams, and job interviews. For instructors, it serves as an*

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*invaluable desk reference and teaching aid that goes far beyond typical dictionaries. For working managers, it offers a shared language, with insights for improving any process and supporting any training program. It thoroughly covers: accounting, customer service, distribution, e-business, economics, finance, forecasting, human resources, industrial engineering, industrial relations, inventory management, healthcare management, Lean Sigma/Six Sigma, lean thinking, logistics, maintenance engineering, management information systems, marketing/sales, new product development, operations research, organizational*

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*behavior/management, personal time management, production planning and control, purchasing, reliability engineering, quality management, service management, simulation, statistics, strategic management, systems engineering, supply and supply chain management, theory of constraints, transportation, and warehousing. Multiple figures, graphs, equations, Excel formulas, VBA scripts, and references support both learning and application.*

*East Asia is normally identified as a group of countries lying along the western edge of the Pacific Ocean, but in recent years scholars have begun thinking about a new East Asia that is a community rather than*

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*a set of sovereign states. This regional community is a theoretical notion variously defined on the basis of economic or political relations, philosophical orientations, language or other criteria, with each standard producing a different set of boundaries. This book looks at the new East Asia from a Northeast Asian perspective, considering it both as a theoretical construct and a practical reality. The authors are Asian Studies specialists, mainly from Japan but with contributions from Korea and the United States, and they consider the trade and economic interaction, diplomacy, and security arrangements of East Asia. Prepared as part of a five-year research program conducted by*

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*Waseda University's 21st Century  
Center of Excellence for the  
Creation of Contemporary Asian  
Studies, the essays are published  
here in English for the first time.*

*The Meaning Revolution  
Sustaining Ecosystems and People  
in a Changing World*

*A New East Asia*

*WileyPlus Stand-Alone to  
Accompany Operations  
Management, Fifth Edition*

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Operations Management, Fifth  
Edition Wiley E-Text Reg Card*

**#1 New York Times Bestseller**

**“Significant...The book is both  
instructive and surprisingly**

**moving.” —The New York Times**

**Ray Dalio, one of the world's most  
successful investors and**

***entrepreneurs, shares the unconventional principles that he's developed, refined, and used over the past forty years to create unique results in both life and business—and which any person or organization can adopt to help achieve their goals. In 1975, Ray Dalio founded an investment firm, Bridgewater Associates, out of his two-bedroom apartment in New York City. Forty years later, Bridgewater has made more money for its clients than any other hedge fund in history and grown into the fifth most important private company in the United States, according to Fortune magazine. Dalio himself has been named to Time magazine's list of the 100 most influential people in the world. Along the way, Dalio discovered a***

***set of unique principles that have led to Bridgewater's exceptionally effective culture, which he describes as "an idea meritocracy that strives to achieve meaningful work and meaningful relationships through radical transparency." It is these principles, and not anything special about Dalio—who grew up an ordinary kid in a middle-class Long Island neighborhood—that he believes are the reason behind his success. In Principles, Dalio shares what he's learned over the course of his remarkable career. He argues that life, management, economics, and investing can all be systemized into rules and understood like machines. The book's hundreds of practical lessons, which are built around his cornerstones of "radical truth" and "radical transparency,"***



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***include Dalio laying out the most effective ways for individuals and organizations to make decisions, approach challenges, and build strong teams. He also describes the innovative tools the firm uses to bring an idea meritocracy to life, such as creating “baseball cards” for all employees that distill their strengths and weaknesses, and employing computerized decision-making systems to make believability-weighted decisions. While the book brims with novel ideas for organizations and institutions, Principles also offers a clear, straightforward approach to decision-making that Dalio believes anyone can apply, no matter what they’re seeking to achieve. Here, from a man who has been called both “the Steve Jobs of investing”***

**and “the philosopher king of the financial universe” (CIO magazine), is a rare opportunity to gain proven advice unlike anything you’ll find in the conventional business press. Increasingly, cracks are appearing in the capacity of communities, ecosystems, and landscapes to provide the goods and services that sustain our planet's well-being. The response from most quarters has been for “more of the same” that created the situation in the first place: more control, more intensification, and greater efficiency. “Resilience thinking” offers a different way of understanding the world and a new approach to managing resources. It embraces human and natural systems as complex entities continually adapting through cycles**

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***of change, and seeks to understand the qualities of a system that must be maintained or enhanced in order to achieve sustainability. It explains why greater efficiency by itself cannot solve resource problems and offers a constructive alternative that opens up options rather than closing them down. In Resilience Thinking, scientist Brian Walker and science writer David Salt present an accessible introduction to the emerging paradigm of resilience. The book arose out of appeals from colleagues in science and industry for a plainly written account of what resilience is all about and how a resilience approach differs from current practices. Rather than complicated theory, the book offers a conceptual overview along with five case studies of resilience***

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***thinking in the real world. It is an engaging and important work for anyone interested in managing risk in a complex world.***

***'Operations Management: policy, practices, performance improvement' is the latest state-of-the-art approach to operations management. It provides new cutting edge input into operations management theory and practice that cannot be found in any other text. Discussing both strategic and tactical inputs it combines and balances service and manufacturing operations. \* Cutting edge techniques accompanied by brand new case studies \* Challenges standard approaches \* Comprehensive coverage of strategic supply management \* Critical sample questions to aid***

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***discussion \* Reading lists and  
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Additional lecturer support material  
This outstanding author team is  
from the Operations Management  
Group at the University of Bath.  
Their expertise and knowledge is  
apparent in the text, and they bring  
to it their original research and  
experience in the field of operations  
management.***

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