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The Complete Chief Officer Essentials of CRM
The Last Illusion
Radio & TV Servicing
Marine Auxiliary Machinery
State Course of Study in Domestic Science
Compendium Marine Engineering
Modern Marine Internal Combustion Engines

The Complete Chief Officer

Essentials of CRM

ESSENTIALS OF CRM Full of valuable tips, techniques, illustrative real-world examples, exhibits, and best practices, this handy and concise paperback will help you stay up to date on the newest thinking, strategies, developments, and technologies in CRM. "Once again, Bryan Bergeron proves that he is ahead of the curve when it comes to understanding the value of customer relationships. This remarkable book is geared not only toward corporate executives with mega-investments in CRM, but can also be successfully applied to the street corner vendor. His articulate and sensitive style brings this highly involved subject matter to a level we can all understand." —Michael Cusack, author of *Online Customer Care: Strategies for Call Center Excellence* "Managing relationships with customers has become a critical organizational competency. Bergeron has done a superb job of presenting the breadth, complexity, and nature of CRM. This book provides a fabulous and actionable grounding in CRM for organizational leadership." —John Glaser, PhD, Vice President and CIO, Partners Healthcare System
The Wiley Essentials Series—because the business world is always changing and so should you.

The Last Illusion

Radio & TV Servicing

This book offers a comprehensive and timely overview of internal combustion engines for use in marine environments. It reviews the development of modern four-stroke marine engines, gas and gas-diesel engines and low-speed two-stroke crosshead engines, describing their application areas and providing readers with a useful snapshot of their technical features, e.g. their dimensions, weights, cylinder arrangements, cylinder capabilities, rotation speeds, and exhaust gas temperatures. For each marine engine, information is provided on the manufacturer, historical background, development and technical characteristics of the manufacturer's most popular models, and detailed drawings of the engine, depicting its main design features. This book offers a unique, self-contained reference guide for engineers and professionals involved in shipbuilding. At the same time, it is intended to support students at maritime academies and university students in naval architecture/marine engineering with their design projects at both master and graduate levels, thus filling an important gap in the literature.

Marine Auxiliary Machinery

A kaleidoscopic tale inspired by a legend from the medieval Persian epic "Book of Kings" follows the coming-of-age of a feral Middle Eastern youth in New York City on the eve of the September 11 attacks. By the award-winning author of Sons and Other Flammable Objects. 25,000 first printing.

State Course of Study in Domestic Science

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Compendium Marine Engineering

Marine Auxiliary Machinery, Seventh Edition is a 16-chapter text that covers the significant advances in marine auxiliary machinery relevant to the certification of competency examinations. The introductory chapters deal with the basic components of marine machineries, such as propulsion system, heat exchanger, valves, and pipelines. The succeeding chapters describe the pumps and pumping system, specifically the tanker and gas carrier cargo pumps. Considerable chapters are devoted to the operation of machinery's major components, including the propeller shaft, steering gear, auxiliary power, bow thrusters, and stabilizers. Other chapters consider the refrigeration, heating, ventilation, and air conditioning systems. The final chapters tackle the safety system of marine auxiliary machinery, particularly the fire protection, safety, instrumentation, and control systems. This book will prove useful to marine and mechanical engineers.

Modern Marine Internal Combustion Engines

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