Case Study Template Durham University Community

Contemporary Perspectives in E-Learning ResearchThemes, Methods and Impact on PracticeRoutledge

Foreword After more than two decades since the advent of Total Quality Management, one might think there was nothing left to say regarding its application, but Walter Ray McCollum shows that one would be wrong. Process Improvement in Quality Management Systems: Case Study of Carnegie Mellon's Capability Maturity Model (CMM) explores how a company can obtain Level 3 compliance where an organization's processes for management and engineering activities are formally defined, documented, and integrated into a standard process that is understood and followed by the organization's staff in the development and maintenance of software. Once an organization has reached this level, it has a foundation for continuing progress. New processes and tools can be added with minimal disruption, and new staff members can be easily trained to adapt to the organization's practices. Numerous case studies have been enacted across industries to describe successful, and unsuccessful, implementation of quality management systems and programs. Several generic frameworks for quality management implementation have been proposed to help organizations achieve quality, productivity, and gain a competitive edge. However, few attempts have been made to synthesize frameworks for measuring quality management practices, especially with regard to managing software quality. Phan (2001) found the best-known work concerned with process improvement was the Software Engineering Institute Capability Maturity Model (CMM). However, very few studies have examined the effects of process improvement on quality management systems, and no studies have addressed the variables that impact the effective use of SW-CMM. McCollom mitigates these gaps to offer software development professionals, and developers of quality management systems, the information they need to enhance their effective use of SW-CMM. This book empowers projects, teams, and organizations by giving them the foundation to support reasoned choice, and identify fi ndings relative to the effects of process improvement in quality management systems using SW-CMM, process focus, and risk management training. Marilyn K. Simon, Ph.D. President Math Power

Your #1 resource for carrying out educational research as part of postgraduate study. High-quality educational research requires careful consideration of every aspect of the process. This all-encompassing textbook written by leading international experts gives you considered overview of principles that underpin research, and key qualitative, quantitative and mixed methods for research design, data collection and analysis. This third edition includes four new chapters: Disseminating your research Data science and computational research methods Observational methods Analysis of variance (ANOVA) Plus a new Research essentials feature that highlights key 'must-haves' or misconceptions relating to each methodological approach, research design or analytical tool discussed. This is essential reading for postgraduate students on education courses and early career researchers looking to sharpen their research practice.

First published in 1998. Routledge is an imprint of Taylor & Francis, an informa company.

As the government continues to open up child protection and social work in England to a commercial market place, what is the social cost of privatising public services? And what effect has the failure of previous privatisations had on their provision? This book, by best-selling author and expert social worker Ray Jones, is the first to tell the story of how crucial social work services, including those for families and children, are now being out-sourced to private companies. Detailing how the failures of previous privatisations have led to the deterioration of services for the public, it shows how this trend threatens the safety and wellbeing of vulnerable children and disabled adults.

Cross/Miller's market-leading THE LEGAL ENVIRONMENT OF BUSINESS: TEXT AND CASES, 11E delivers comprehensive, cutting-edge coverage using an interesting, understandable approach. You master vital skills as you study the legal environment within the context of law in today's increasingly regulated business world. Dozens of examples, business-oriented features, and step-by-step analyses place every topic within a meaningful context. You learn how today's legal environment is more about the constraints of business than the simple rules of law with this book's focus on managerial decision-making and current events. This edition makes ethics a priority with a new framework -- the IDDR Approach -- for making ethical decisions. The authors focus less on "black letter law" and more on broader issues that correspond to what business owners and managers face. Updated cases, content, and learning features present the latest developments and skills to succeed in today's legal landscape. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

This book presents the proceedings of the 4th International Conference on Advanced Intelligent Systems and Informatics 2018 (AISI2018), which took place in Cairo, Egypt from September 1 to 3, 2018. This international and interdisciplinary conference, which highlighted essential research and developments in the field of informatics and intelligent systems, was organized by the Scientific Research Group in Egypt (SRGE). The book is divided into several main sections: Intelligent Systems; Robot Modeling and Control Systems; Intelligent Robotics Systems; Machine Learning Methodology and Applications; Sentiment Analysis and Arabic Text Mining; Swarm Optimizations and Applications; Deep Learning and Cloud Computing; Information Security, Hiding, and Biometric Recognition; and Data Mining, Visualization and E-learning.

Comprehensive and authoritative, yet reader-friendly, Clarkson/Miller/Cross' BUSINESS LAW: TEXT AND CASES, 15E blends classic black letter law with cutting-edge coverage of contemporary issues and cases. This market-leading book offers a strong reader focus designed to make the law accessible, interesting, and relevant. Updated content and features highlight today's latest developments in business law, while cases range from precedent-setting landmarks to some of today's most important recent decisions. The

authors prioritize ethics with a unique ethical decision-making framework. This edition also integrates global, e-commerce, digital, and corporate themes with insightful features, such as Digital Updates that demonstrate how digital progress is affecting the law. Numerous examples, Case in Points and Concept Summaries further help you apply the law to today's real issues. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

This latest volume of the Register of Educational Research in the United Kingdom lists all the major research projects being undertaken in Britain during the latter months of 1992, the whole of 1993 and 1994 and the early months of 1995. Each entry provides names and addresses of the researchers, a detailed abstract, the source and amount of the grant(where applicable), the length of the project and details of published material about the research.

This book constitutes extended papers from the Third International Conference on Technology in Education, ICTE 2018, held in Hong Kong, China, in January 2018. The 27 full papers presented in this volume were carefully reviewed and selected from 88 submissions. They are organized in topical sections on new learning experience with technologies; mobile learning and flipped classrooms; instructional design and teaching practices; learning administration with technologies.

The perfect book for any student taking a research methods course for the first time! The new edition of David and Sutton's text provides those new to social research with a comprehensive introduction to the theory, logic and practical methods of qualitative, quantitative and mixed methods research. Covering all aspects of research design, data collection, data analysis and writing up, Social Research: An Introduction is the essential companion for all undergraduate and postgraduate students embarking on a methods course or social research project. The second edition features: - Brand new chapters on visual methods, case study methods, internet research, mixed methods and grounded theory - Updated chapters on interviews, questionnaire design, surveys, and focus groups - Improved coverage of qualitative and quantitative methods of data analysis, including practical instruction on the latest versions of software packages NiVivo 8 and SPSS 18 - An attractive new layout which aids navigability and enhances the book's student learning features - A companion website (www.uk.sagepub.com/david) with PowerPoint slides and links to useful websites - Many more practical examples helping bring theory to life! Designed for social science students with no previous experience, this book provides a balanced foundation in the principles and practices of social research.

Recent Advances in the Science and Technology of Zeolites and Related Materials

Looks at management attitudes in China since the recent economic reforms, and what China can learn from Japan.

E-learning is at an exciting point in its development; its potential in terms of research is great and its impact on institutional practices is fully recognised. This book defines e-learning as a field of research, highlighting the complex issues, activities and tensions that characterise the area. Written by a team of experienced researchers and commented upon by internationally recognised experts, this book engages researchers and practitioners in critical discussion and debate about the findings emerging from the field and the associated impact on practice. Key topics examined include: access and inclusion the social-cultural contexts of e-learning organisational structures, processes and identities technical aspects of learning research – using tools and resources approaches to learning and teaching practices and associated learning theories designing for e-learning and the management of educational resources professional roles and identities the evolution of e-assessment collaboration, motivation and educational evaluation. Contemporary Perspectives in E-Learning Research provides a synthesis of research, giving readers a grounding in contemporary e-learning scholarship whilst identifying the debates that make it such a lively and fast-moving area. A landmark text in an evolving field, this book will prove invaluable for all researchers, practitioners, policy makers and students who engage with e-learning.

Assessment in Speech and Language Therapy guides speech therapists in choosing the most appropriate assessments for evaluation, monitoring and intervention.

This comprehensive and no-nonsense guide to working with special collections and rare books is an essential day-to-day companion. Working with special collections can vary dramatically from preserving a single rare book to managing and digitizing vast mixed-media archives, yet the role of the information professional is always critical in tapping into the potential of these collections, protecting their legacy and bringing them to the attention of the wider public. This book offers up-to-date guidance which pulls together insights from best practice across the heritage sector to build innovative, co-operative and questioning mind-sets that will help them to cope in turbulent times. The Handbook covers all aspects of special collections work: preservation, developing collections, understanding objects, emergency planning, security, legal and ethical concerns, cataloguing, digitization, marketing, outreach, teaching, impact, advocacy and fundraising. New to this edition: coverage of new standards and concepts including unique and distinctive collections (UDCs), The Leeds Typology, Archive Accreditation, PD 5454:2012 and PAS 197 discussion of the major changes to laws affecting special collections including UK copyright law relating to library/archive exception and orphan works and forthcoming changes to data protection in the EU exploration of new trends in research including the rise of digital humanities, open access, the impact agenda and the REF updates to the sections on marketing, audience development and fundraising to include social media, customer journey mapping and crowdsourcing and more consideration of impact and indicators, digitization and new skills frameworks from CILIP and RBMS. This is the essential practical guide for anyone working with special collections or rare books in libraries, archives, museums, galleries and other heritage organizations. It is also a useful introduction to special collections work for academics and students taking library and information courses.

This book provides a detailed example of an eye-tracking method for comparing the reading experience of a literary source text readers with readers of a translation at stylistically marked points. Drawing on principles, methods and inspiration from fields including translation studies, cognitive psychology, and language and literary studies, the author proposes an empirical method to investigate the notion of stylistic foregrounding, with 'style' understood as the distinctive manner of expression in a particular text. The book employs Raymond Queneau's Zazie dans le métro (1959) and its English translation Zazie in the Metro (1960) as a case study to demonstrate the proposed methods. This book will be of particular interest to students and scholars of translation studies, as well as those interested in literary reception, stylistics and related fields.

Presented here are 97 refereed papers given at the 37th MATADOR Conference held at The University of Manchester in July 2012. The MATADOR series of conferences covers the topics of Manufacturing

Automation and Systems Technology, Applications, Design, Organisation and Management, and Research. The Proceedings of this Conference contain original papers contributed by researchers from many countries on different continents. The papers cover the principles, techniques and applications in aerospace, automotive, biomedical, energy, consumable goods and process industries. The papers in this volume reflect: the importance of manufacturing to international wealth creation; the emerging fields of micro- and nano-manufacture; the increasing trend towards the fabrication of parts using lasers; the growing demand for precision engineering and part inspection techniques, and the changing trends in manufacturing within a global environment.

What impact does the experience of university have on Christian students? Are universities a force for secularisation? Is student faith enduring, or a passing phase? Universities are often associated with a sceptical attitude towards religion. Many assume that academic study leads students away from any existing religious convictions, heightening the appeal of a rationalist secularism increasingly dominant in wider society. And yet Christianity remains highly visible on university campuses and continues to be a prominent identity marker in the lives of many students. Analysing over 4,000 responses to a national survey of students and nearly 100 interviews with students and those working with them, this book examines Christianity in universities across England. It explores the beliefs, values and practices of Christian students. It reveals how the university experience influences their Christian identities, and the influence Christian students have upon university life. Christianity and the University Experience makes fascinating reading for anyone interested in the survival and evolution of religion in the contemporary world. It offers fresh insights relevant to those working with Christian students, including churches, chaplaincies and student organisations, as well as policy-makers and university managers interested in the significance of religion for education, social responsibility and social cohesion.

This book gathers the work of leading scholars from several disciplines on fragile regions, especially those regions seeking to preserve, strengthen or create processes to restore or reestablish security and effective social and economic management. It tackles the multifarious issues that shape and affect fragile regions, drawing upon a wide range of intellectual and methodological approaches, including such fields as area studies, natural resource science, biology, environmental and resource economics and management, and political economy. The volume brings together the perspectives of a diverse group of contributors from Australia, China, Hong Kong, Indonesia, Japan, South Korea, and the United States. Managing Fragile Regions: Method and Application addresses a variety of factors – natural, political, administrative, legislative, economic, social, and cultural – and examines how they exert influences on the operational mechanisms of fragile regions, especially in the contexts of peace and security, economic development, and environmental management. The volume's nine chapters cover a wide range of examples of fragile regions and their challenges. It will be of interest and utility to practitioners and policy-makers engaged in disaster management and post-disaster reconstruction. Students, researchers, and other professionals involved in resource management, regional science, and environmental science will also find it valuable reading.

This volume deals with political, military, social, architectural, and literary aspects of fifteenth-century England. The essays contained in the volume range across the century from some of the leading scholars currently working in the period. With contributions by Mark Arvanigian, Kelly DeVries, Sharon Michalove, Harry Schnitker, Charlotte Bauer-Smith, Candace Gregory, Helen Maurer, Karen Bezella-Bond, E. Kay Harris, Daniel Thiery, John Leland, Peter Fleming, Virginia K. Henderson.

Re-orientates our understanding of English convents in exile towards Catholic Europe, contextualizing the convents within the transnational Church.

This book tells the story of the complete move in 1965/1966 of Alfred Bird and Sons Limited from central Birmingham to Banbury, in which a large proportion of the labour force was successfully transferred. Focusing on the relocation decision made by individual employees, the author also contributed to many varied areas of debate.

This book provides a comprehensive assessment of the value of the university armed service units – the University Officer Training Corps, University Royal Naval Units and University Air Squadrons. The units, many of which date back to the early 20th century, exist in order to provide students at UK universities with an experience of the British armed forces. Participation in the units is entirely voluntary, and there is no expectation that students will go on to join the armed forces on graduation, although a proportion of students each year do so. The Value of the University Armed Service Units brings together the results of a research project which explored what the value of the units might be to student participants, to graduates in civilian jobs who had the experience as students, to the armed forces, to universities whose students take part in the units, and to employers of graduates with service unit experience. This book draws on quantitative and qualitative research data to explore whether, how, and why the units have value to these different groups. Significant conclusions include the extent to which the units are able to assist students with the development of their transferable (graduate) skills; the potential significance of the units for future recruitment to the armed forces, particularly the Reserves; and the effect of unit experience in developing an informed understanding of the role and function of the British armed forces amongst the wider civilian population.

Comprehensive treatment of local economic development. Covers theory (classic and modern); tools (financing, tax policy, nonfinancial assistance); business attraction and retention; business creation (tools and current issues); the influence of high technology and education; and how to understand and evaluate the development readiness of each local environment. Detailed case studies highlight successful programs and also describe in detail the specific problems, challenges, and local realities that every development professional faces. Presents business-friendly innovations such as infrastructure improvements, site development, and training assistance. What is the role of government? What are the best targets for development? What is the importance of innovation? This book clarifies why each jurisdiction adopted the strategies it did and it presents the consequences of those strategies. Glossary and select bibliography.

Charles Darwin's "On the Origins of Species" had two principal goals: to show that species had not been separately created and to show that natural selection had been the main force behind their proliferation and descent from common ancestors. In "Coevolution," the author proposes a powerful new theory of cultural evolution--that is, of the descent with modification of the shared conceptual systems we call "cultures"--that is parallel in many ways to Darwin's theory of organic evolution. The author suggests that a process of cultural selection, or preservation by preference, driven chiefly by choice or imposition depending on the circumstances, has been the main but not exclusive force of cultural change. He shows that this process gives rise to five major patterns or "modes" in which cultural change is at odds with genetic change. Each of the five modes is discussed in some detail and its existence confirmed through one or more case studies chosen for their heuristic value, the robustness of their data, and their broader implications. But "Coevolution" predicts not simply the existence of the five modes of gene-culture relations; it also predicts their relative importance in the ongoing dynamics of cultural change in particular cases. The case studies themselves are lucid and innovative reexaminations of an array of oft-pondered anthropological topics--plural marriage, sickle-cell anemia, basic color terms, adult lactose absorption, incest taboos, headhunting, and cannibalism. In a general case, the author's goal is to demonstrate that an evolutionary analysis of both genes and culture has much to contribute to our understanding of human diversity, particularly behavioral diversity, and thus to the resolution of age-old questions about nature and nurture, genes and culture.

Domestic abuse is a global health and social problem. This edited volume considers Scottish responses in a wide comparative context.

These volumes contain the contributions to the Second European Conference on Unsaturated Soils, E-UNSAT 2012, held in Napoli, Italy, in June 2012. The event is the second of a series of European conferences, and follows the first successful one, organised in Durham, UK, in 2008. The conference series is supported by Technical Committee 106 of the International Society of Soil Mechanics and

Geotechnical Engineering on Unsaturated Soils. The published contributions were selected after a careful peer-review process. A collection of more than one hundred papers is included, addressing the three thematic areas experimental, including advances in testing techniques and soil behaviour, modelling, covering theoretical and constitutive issues together with numerical and physical modelling, and engineering, focusing on approaches, case histories and geo-environmental themes. The areas of application of the papers embrace most of the geotechnical problems related to unsaturated soils. Increasing interest in geo-environmental problems, including chemical coupling, marks new perspectives in unsaturated soil mechanics. This book will provide a valuable up-to-date reference across the subject for both researchers and practitioners.

The British National Party (BNP) is the most successful far right party in British political history. Based on unprecedented access to the party and its members, this book examines the rise of the BNP and explains what drives some citizens to support far right politics. It is essential reading for all those with an interest in British politics, extremism, voting, race relations and community cohesion. The book helps us understand: how wider trends in society have created a favourable climate for the far right; how the far right has presented a 'modernised' ideology and image; how the movement is organized, and has evolved over time; who votes for the far right and why; why people join, become and remain actively involved in far right parties.

In this book award-winning organisations and experts from Europe and USA, including Brian Joiner (Deming medel), Hans Bajoria (ASQC Grant award), Texas Instruments Europe (1995 Quality Award winner) have contributed towards the learning and culture of world class best practice in Total Quality Management. The Proceedings of the Second Quality Conference in Sheffield, Total Quality Management in Action presents real experiences achieved by the leading multinational organisations in their quality journey. With over 40 articles this book will be a real asset to academics, researchers, senior managers, directors and quality practitioners from both public and private sectors.

The seven-volume set comprising LNCS volumes 8689-8695 constitutes the refereed proceedings of the 13th European Conference on Computer Vision, ECCV 2014, held in Zurich, Switzerland, in September 2014. The 363 revised papers presented were carefully reviewed and selected from 1444 submissions. The papers are organized in topical sections on tracking and activity recognition; recognition; learning and inference; structure from motion and feature matching; computational photography and low-level vision; vision; segmentation and saliency; context and 3D scenes; motion and 3D scene analysis; and poster sessions.

Tour guides, a highly responsible group of professionals who are in direct communication with tourists traveling around the world, have a great impact on the proper promotion of the culture of countries, global peace, and tolerance. Additionally, they are also effective in the preservation of world natural heritage. Thus, the educational status of tour guides, as well as the characteristics and ethical values that they should possess, need to be examined on an international scale. In today's world, where tourism demand is directed towards all types of tourism, practices in special interest tourism should be customized in order to ensure the highest level of service quality and cultural appreciation. Cases on Tour Guide Practices for Alternative Tourism provides emerging research exploring the theoretical and practical aspects of the occupational issues that surround tour guides and their applications within international tourism. Featuring coverage on a broad range of topics such as cultural education, specialized learning, and international business, this book is ideally designed for tour guides, travel agencies, tour managers, tour developers, heritage sites, museums, academicians, researchers, students, industry experts, and hospitality professionals.

Even the most intricate and complex knowledge can enliven public curiosity and spark new thinking.

There are 18 contributions in the book; all of whom are very highly regarded in the fields of entrepreneurship and international management. . . the book is well researched and edited. The book provides an excellent discussion on the importance of SMEs in the global economy. Through a number of different case study examples and discussion of various elements of the internationalization process, this book provides an outstanding resource for the study of SMEs that operate in the international market. Vanessa Ratten, Journal of International Entrepreneurship This book is most timely. It arrives at a time when globalisation and new technologies present major opportunities and challenges to the role of the independent small and medium sized business in economies. . . The book s strength in dealing with many of the emerging issues is underpinned by a truly international range of contributors with a strong mix of practical as well as academic experience. From the preface by Allan Gibb, Professor Emeritus, Durham University, UK Lester Lloyd-Reason and Leigh Sear bring together leading researchers and thinkers in this critical guide to the ongoing, worldwide research shaping the role played by SMEs within today s global economy. The expert contributors contend that the past twenty years have seen an explosion in research into international SMEs, resulting in a considerable body of academic literature and thinking. This research, they argue, may merely serve to increase our lack of understanding in this area, and often results in myths and misconceptions upon which SME policies and support programmes have been developed and introduced. They go on to suggest that academic models are often poorly suited to the problems faced by SMEs within the international trading environment. In many instances, the contributors find SMEs at the vanguard of the challenge to accepted business practices: it is these challenges that underpin the text. Illustrating that today s SMEs are faced with the critical issue of how to create and maintain a sustainable competitive advantage in light of the increased complexity of international trade and global business linkages, this Handbook will prove invaluable to both academics and practitioners involved in business and management and entrepreneurship.

Arguably among the regions of the world most vulnerable to climate change, Asia has different mechanisms for Climate Change Adaptation (CCA) and Disaster Risk Reduction (DRR) activities. This title provides 19 case studies, from 13 countries and regions in Asia, that highlight different aspects of CCA-DRR entry points.