Educating 100 million people worldwide, Pearson Education is the world’s biggest education company. Our education solutions cover a wide spectrum of subjects including business, technology, sciences, law and the humanities. They include books and resources that help students to learn, teachers to teach, and professionals to evolve throughout their careers. The carefully designed learning tools help people around the world to expand their knowledge, develop their skills and realize their potential. The company is committed to provide quality content, assessment tools and educational services in all available media, spanning the learning curve from birth through university and beyond.

Pearson Education India specializes in the publication of academic and reference books in the fields of computer science, engineering, business & management, professional & trade, higher education and competitive examination preparation books. Pearson Education India is also India’s foremost publisher in the school segment (K-12), with book lists in English language teaching (ELT), the humanities, sciences and mathematics, from primary to senior secondary classes.

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Business Communication Today, 15e, brings business communication into the context of a digital world. Technology and communication intersect to prepare students for the workplace. The text addresses the essential advances in technology such as mobile communication, social media, and artificial intelligence and their impact on the business world, while covering the timeless communication skills such as listening, presenting, and writing. With a clear, fluid chapter organization, the text introduces, develops, and reviews major concepts to maximize students' understanding of the material. By integrating all the key skills and insights that students need in order to succeed in today's dynamic workplace, Business Communication Today is an unmatched resource for preparing the next generation of business professionals.

Features

- Communication Close-Ups: Nineteen new chapter-opening vignettes with accompanying end-of-chapter.
- Student-focused features:
  - Build Your Career activities to help students create their employment-communication packages throughout the course.
  - Apply Your Skills Now highlight boxes to help students apply their newly developing communication skills.
  - Five Minute Guides serving as handy reminders of the steps needed to accomplish a variety of fundamental communication tasks, from writing business emails to planning reports and presentations.
  - A new four-page visual feature, Empowering Communicators with Intelligent Communication Technology, shows 15 applications of artificial intelligence and smart technology.
ABOUT THE BOOK
Business Communication Today, 15e, brings business communication into the context of a digital world. Technology and communication intersect to prepare students for the workplace. The text addresses the essential advances in technology such as mobile communication, social media, and artificial intelligence and their impact on the business world, while covering the timeless communication skills such as listening, presenting, and writing. With a clear, fluid chapter organization, the text introduces, develops, and reviews major concepts to maximize students’ understanding of the material. By integrating all the key skills and insights that students need in order to succeed in today’s dynamic workplace, Business Communication Today is an unmatched resource for preparing the next generation of business professionals.

FEATURES
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- A new four-page visual feature, Empowering Communicators with Intelligent Communication Technology, shows 15 applications of artificial intelligence and smart technology.

CONTENTS
Part I: Understanding the Foundations of Business Communication
1. Professional Communication in a Digital, Social, Mobile World
2. Collaboration, Interpersonal Communication, and Business Etiquette
3. Communication Challenges in a Diverse, Global Marketplace

Part 2: Applying the Three-Step Writing Process
4. Planning Business Messages
5. Writing Business Messages
6. Completing Business Messages

Part 3: Digital, Social, and Visual Media
7. Digital Media
8. Social Media
9. Visual Media

Part 4: Brief Messages
10. Writing Routine and Positive Messages
11. Writing Negative Messages
12. Writing Persuasive Messages

Part 5: Reports and Proposals
13. Finding, Evaluating, and Processing Information
14. Planning Reports and Proposals
15. Writing and completing Reports and Proposals

Part 6: Developing and delivering Business Presentations
16. Developing Presentations in a social Media Environment
17. Enhancing Presentations with Slides and Other Visuals
18. Building Careers and Writing Resumes
19. Applying and Interviewing for Employment

ABOUT THE AUTHORS
Courtland L. Bovée: Professor of Business Communication C. Allen Paul Distinguished Chair Grossmont College
John V. Thill: Chairman and Chief Executive Officer Global Communication Strategies
Roshan Lal Raina: Vice Chancellor JK Lakshmipat University

ABOUT THE BOOK
Communication is one of the most fundamental elements of business, and an effective communication is essential to the success of both organizations and individuals. This book introduces the students to the fundamental principles of business communication and gives them the opportunity to develop their
communication skills. The book also addresses the new skills that employees are expected to have in today’s challenging business environment.

FEATURES

- Developing Essentials: Chapter content develops, explains, and elaborates on concepts with a concise, carefully organized presentation of textual and visual material.
- Enhancing Essentials: Model documents are provided that demonstrate effective solutions to a wide variety of real-life communication challenges.
- Reinforcing Essentials: Success in business communication depends on practice, analysis, and reinforcement. English exercises are sorted by category for ease. The Handbook of Grammar, Mechanics, and Usage located at the end of the book serves as a convenient reference for students.

CONTENTS

1. Understanding Business Communication in Today’s Workplace
2. Mastering Interpersonal Communication
3. Planning Business Messages
4. Writing Business Messages
5. Completing Business Messages
6. Crafting Messages for Electronic Media
7. Writing Routine and Positive Messages
8. Writing Negative Messages
9. Writing Persuasive Messages
10. Understanding and Planning Reports and Proposals
11. Writing and Completing Reports and Proposals
12. Developing Oral and Online Presentations
13. Building Careers and Writing Résumés
14. Applying and Interviewing for Employment

ABOUT THE AUTHORS

Courtland L. Bovée and John V. Thill have been leading textbook authors for more than two decades. Their award-winning texts are distinguished by proven pedagogical features, extensive selections of contemporary case studies, hundreds of real-life examples, thorough research, and a unique integration of print and electronic resources.

Abha Chatterjee is in the area of general management at the Indian Institute of Management Indore—she teaches business communication.

ABOUT THE BOOK

This book helps in preparing future managers to face the differences in business communication across cultures. With the globalization of the world economy, it is imperative for current and future managers to be sensitive to the differences they will encounter in intercultural communication. To make students aware of these differences, Intercultural Business Communication contains practical guidelines and information on how to conduct negotiations across countries, write business letters in different societies, and includes the general “dos” and “don’ts” in international business.

FEATURES

- Discover the skills necessary for an effective intercultural communication: broader range of topics and skills covered in the fifth edition and some key topics covered in this text include culture, essential intercultural verbal and nonverbal communication, culture shock, how to conduct negotiations across countries, general “dos” and “don’ts” in international business.
- See how key topics work in the real world: eight new cases have been added to select chapters.
- Examine life in other cultures: updated and expanded country-specific information in all chapters. This text also includes increased emphasis on the countries that the United States conducts the majority of its international trade with.
- Delve into the dynamics of international diversity and gender: this text addresses the issues of gender differences and how these impact communication styles and patterns.
- Review and study key concepts with ease: each chapter contains objectives, terms, questions, and cases. Also provided are exercises to be used for self-evaluation of material covered and illustrations to depict various aspects of the content.
- Stay up-to-date: information from ten newly published books and journal articles is included in this text.

CONTENTS

1. The Nature of Intercultural Communication
2. Universal Systems
3. Contrast Cultural Values
4. Cultural Shock
5. Language
6. Oral and Nonverbal Communication Patterns
7. Written Communication Patterns
ABOUT THE BOOK
This title on business communication builds on the syllabi requirements and curriculum required for an undergraduate student studying business communication with a clear writing style and comprehensive content, in addition to the latest research and technological developments in business communication.

FEATURES
- Communication snapshots and exhibits to illustrate samples of written business communication, explaining them in detail.
- Margin notes highlight important definitions and facts and draw an attention to the learning objectives covered in a particular section.
- Review your learning questions, reflect on your learning questions and self-check your learning questions to provide a host of practice questions for students to improve their chapter concepts and analytical skills.

CONTENTS
1. The Nature and Process of Communication
2. Oral Communication
3. Written Communication
4. Non-verbal Communication
5. Listening
6. Organizational Communication
7. Applications
8. Grammar

ABOUT THE AUTHORS
Late Dr. P. D. Chaturvedi, former professor of English and Head of the Department of Languages at Birla Institute of Technology and Sciences, Pilani, was also an advisor at DAV Institute of Management, Faridabad. Dr. Mukesh Chaturvedi, was a professor at the Birla Institute of Management Technology, Greater Noida. He had also also taught in MDI Gurgaon, XLRI Jamshedpur and BITS Pilani.
ABOUT THE AUTHOR
Dr Payal Mehra is an Associate Professor at the Indian Institute of Management Lucknow.

GUIDE TO MANAGERIAL COMMUNICATION, 8/e
Mary Munter

CONTENTS
1. Communication Strategy
2. Writing: Composing Efficiently
3. Writing: Macro Issues
4. Writing: Micro Issues
5. Speaking: Verbal Structure
7. Speaking: Nonverbal Skills

ABOUT THE AUTHOR
Mary Munter teaches at Dartmouth’s Tuck School of Business and has previously taught at the Stanford Graduate School of Business and various international universities.

PART 1: UNDERSTANDING THE AMERICAN CULTURE
1. Individualism
2. The Importance of Time
3. Democratic Social and Business Structures

PART 2: COMMUNICATING WITH POWER
4. Effective Writing
5. Powerful Presentations
6. Effective Nonverbal Communication
7. Western Negotiation

PART 3: GRAMMAR AND USAGE HANDBOOK
Provides a Brief
9. Understanding yourself: Cultural Questionnaire
10. Online resources (accent management, grammar tools, courses, ESL)

ABOUT THE AUTHORS
Sana Reynolds, Stern School of Business, New York University
Deborah Valentine, Goizueta School of Business, Emory University

GUIDE TO MEDIA RELATIONS
Irv Schenkler
Tony Herrling

ABOUT THE BOOK
Exploring how to effectively communicate with the media, this text offers students a practical and concise guide to all aspects of media relations. Examining the media’s pervasive presence and influence on business, this first edition covers a plethora
of topics including how to establish ongoing relationships with reporters, managing media relations during a crisis, preparing for interviews and identifying important media contacts, and how to differentiate between financial media and mainstream media. Using a practical and reader-friendly approach, this text also provides solid direction on public relations strategies such as writing press releases, creating press lists and planning news conferences.

FEATURES
- The driving force behind the media today is explored; the primary channels of communication are defined.
- How to develop a newsworthy message, how to get to know reporters and attract their interest, and how to effectively use media channels are defined.
- Explanations into why the media covers corporate crises: provides strategies a company can use to handle the media during crises, and offers tactical advice for dealing with reporters during crises.
- How to prepare for and effectively execute media interviews are discussed.
- How to issue financial news such as quarterly earnings and executive changes, and how to communicate about transformational events such as mergers and acquisitions or restructurings are explained.

CONTENTS
1. Plot Your Course: Understanding the Media.
2. Cast Your Line: Developing Proactive Media Relations.
3. Caught on the Hook: Responding to Media Calls.
5. Batten Down the Hatches: Handling the Media in a Crisis.

ABOUT THE AUTHORS
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Tony Herrling, Burson-Marsteller, Inc.

COMMUNICATION FOR BUSINESS: A PRACTICAL APPROACH
Shirley Taylor
V. Chandra
ISBN: 9788131727652
Pages: 456

ABOUT THE BOOK
The fourth edition of Communication for Business will be helpful to anyone who is working or training to work in a managerial, administrative or secretarial role that demands good communication and business English skills. While retaining all the familiar and popular characteristics from the third edition, the current edition has been modified in the light of current practice. It has also been updated to reflect modern business language as well as communications expectations in today’s workplace.

FEATURES
- A comprehensive textbook, workbook and reference book rolled into one, this book aims to.
  - Stimulate interest in the use of business English so that it can be written more accurately, clearly and concisely.
  - Provide specimen layouts of all business documents.
  - Discuss essential theory on each topic to help develop understanding.
  - Offer a wide range of authentic documents for interest and reference.
  - Supply a variety of assignments to reinforce learning.
  - Help readers to develop confidence and expertise in composing effective business communications.
  - Highlight common errors in spelling and written expressions, to clarify correct use of language.

CONTENTS
1. Business communication basics
2. Speaking and listening
3. Non-verbal communication
4. Use of language
5. Rules of good writing
6. Introducing the business letter
7. Recruitment correspondence
8. Electronic mail
9. Other technology-enabled communication
10. Memos
11. Reports and proposals
12. Meetings
13. Circulars and sales letters
14. Publicity material
15. Notices, advertisements and leaflets
16. Forms and questionnaires
17. Visual presentation
18. Reformulating and summarizing
19. Oral presentation skills

ABOUT THE AUTHORS
Shirley Taylor is the author of several popular, best-selling books including the international bestseller Model Business Letters, E-mails and Other Business Documents.
V. Chandra is professor of communication at the International Management Institute.
ABOUT THE BOOK

Business Environment integrates concepts with real-world situations and the most recent data to help readers grasp complex economic concepts, a clear understanding of which is required to comprehend the various facets of the business environment. Designed to meet the requirement of commerce, economics and management students, it presents the subject matter logically, gradually guiding the reader from elementary to complex concepts.

FEATURES

- Provides an in-depth coverage of all conceivable topics on the subject.
- Focuses on economic development, examining the business environment from the perspective of developing economies.
- Includes illustrative cases that enables readers to appreciate the economic problems and the issues they face in the real-world.
- Uses learning tool such as chapter objectives, detailed chapter summaries, key words and review questions to help the reader grasp the subject matter better.
- Online bonus chapters are provided and can be accessed from the URL: www.pearsoned.co.in/acfernando

CONTENTS

Part I Fundamental Concepts
1. The Functioning of an Economy: Basic Concepts
2. Business and its Environment
3. Human Resource Development
4. Capital Formation, Savings and Investment

Part II Economic Systems and Policies Relating to Business
5. The Role of Public Policies in Governing Business
6. Economic, Monetary and Fiscal Policies
7. Foreign Trade Policy

Part III The Economics of Development
8. The Economics of Underdevelopment
10. The Indian Economy

Part IV Business and Society
11. Business and Society
12. Environmental Protection Corporate
13. Social Responsibility in India
14. Business Ethics in India

Part V Economic Legislations
15. The MRTP and the Competition Acts
16. FERA and FEMA

Part VI The Industrial Sector
17. The Private Sector
18. The Public Sector in India
19. Globalization, MNCs and Foreign Capital in India
20. India and Intellectual Property Rights

Part VII Financial Systems
21. Commercial Banking
22. Functions of the Central Bank
23. The Securities and Exchange Board of India

Part VIII The External Sector
24. India and the WTO
25. The World Bank Group
26. The International Monetary Fund

Online Chapters
Part I Fundamental Concepts
1. National Income
2. Natural Resources
3. The Technological Environment
4. India’s Population and Its Impact on the Economy

Part II Economic Systems and Policies Relating to Business
5. Economic System and Capitalism
6. Socialism
7. Mixed Economy

Part III The Economics of Development
8. The Economics of Development
9. Stages and Strategies of Economic Growth
10. Role of the State in Economic Development

Part IV Business and Society
14. Consumer Protection
15. Investor Protection

Part V Economic Legislations
16. Corporate Governance in India
17. The Industries (Development and Regulation) Act

Part VI The Industrial Sector
18. Privatization of Public Sector Enterprises
19. The Joint Sector

Part VII Financial Systems
20. Money: Functions and Value
21. Money Markets
22. Financial Institutions
23. The Indian Capital Market
24. The Indian Stock Market

ABOUT THE AUTHOR

Agna Fernandez completed her Doctoral Programme in Management from Xavier Labour Relations Institute, Jamshedpur. She held various roles in the Industry and Academics. She was an Associate Professor at Loyola Institute of Business Administration, Chennai and currently, connected with corporate environment.
ABOUT THE BOOK

Business Environment 4/e, is a revised edition that presents in-depth knowledge with updated information about latest developments in the business environments in India. This book is useful to understand the ever-changing environment in which businesses operate. The dynamism of the liberalised industrial and trade environment, the change in government structure, plans and policies (domestic and international), the growing competition, and market forces that guide investment decisions—all of which impact the operations and profits of businesses, have been discussed to provide a comprehensive reading. The book covers the restructuring of the erstwhile Planning Commission and the formation of NITIE Aayog, its policies and objectives. The text has been carefully curated and updated to cater to the curriculum of Business Environment for B.Com, BBA, M.Com and MBA courses under the University Grants Commission outlined model. The book has a number of distinguishing features, including thorough discussions on the conceptual framework of each chapter, comprehensive coverage of government policies, and detailed, student-friendly discussions on liberalization, privatization, globalisation and the World Trade Organization. It is also useful for practicing managers for the latest data and interpretation to enhance their on-the-job understanding and knowledge of the business environment and its influence on their businesses.

FEATURES
- Each chapter updated with latest data
- Latest policies and information incorporated
- Case studies discussed to help analyse the complex issues encountered in real-life business situations
- Recent business environment developments at national and international level
- Restructuring of the Planning Commission and formation of NITIE Aayog
- Summary of five-year plans
- Recent political changes impacting political and economic environment have been dealt with

CONTENTS
1. Business Environment
2. Industrial Policy
3. Industrial Licensing
4. India’s Monetary and Fiscal Policy
5. Economic Trends
6. Stock Exchanges in India
7. National Income
8. Industrialisation and Economic Development
9. Foreign Trade Policy and Balance of Payments
10. Inflation
11. Human Development
12. Rural Development
13. Problems of Growth
14. Direct and Indirect Taxes
15. Business Ethics
16. Corporate Governance
17. Social Responsibility of Business
18. Liberalization
19. Privatization and Disinvestment of PSUs
20. Globalization
21. Foreign Investment
22. Multinational Corporations
23. India’s Import–Export Policies
24. Special Economic Zones in India
25. International Business Environment
26. World Trade Organization

Online Chapters
27. Planning in India
28. Poverty in India
29. Unemployment in India
30. FEMA, New Competition Policy & FCRA

ABOUT THE AUTHOR
Shaikh Saleem, Ex-Director Maulana Azad Educational Trust’s Millennium Institute of Management Aurangabad, Maharashtra, India
adopting a moral point of view and using moral reasoning in business decision making is in the best interest of the individual, organization and the society.

FEATURES

- The lucid presentation of the book assures conceptual clarity of the basic moral conduct concepts like right, wrong, just, unjust, obligation, duty, responsibility, praise, blame etc.
- Case study on 2G Spectrum Scam, Volkswagen Emission Scandal, IPO Scam 2006, Insider Trading Case at Vedanta Alumina Ltd, and CSR and many more have been added to give students a deep insight into the subject.
- In this edition an attempt has been made to facilitate students to widen their thinking, enhance conceptual clarity, understand ethical theories and application of sound moral reasoning in business decision making.
- It also includes some of the legislations passed by the government of India recently, such as the Whistleblowers Protection Act and Companies ACT 2013, along with some of the legal aspects of American business.

CONTENTS

1. Ethics in the World of Business
2. Ethical Decision Making
3. Ethical Theories
4. Whistle-Blowing
5. Business Information and Conflict of Interest
6. Privacy
7. Discrimination and Affirmative Action
8. Employment Rights
9. Health and Safety
10. Marketing and Advertising
11. Ethics in Finance
12. Corporate Social Responsibility
13. Governance, Accountability, and Compliance
15. References
16. Credits
17. Index

ABOUT THE AUTHORS

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ABOUT THE BOOK

Business Ethics and Corporate Governance offers readers a comprehensive coverage of the theories of business ethics and corporate governance. This book emphasizes the importance of ethical principles in overcoming ethical dilemmas in the highly dynamic business world of today. It also provides a detailed explanation of the corporate governance mechanism. Its constituents and its implementation in India and abroad. Numerous real-life examples and case studies presented in this book help in the comprehension of concepts and discussions around these cases provide a better understanding of real-life business practices. A comprehensive, realistic, innovative, and practical approach to the subject makes this book the most student-friendly text in the market.

FEATURES

- Comprehensive coverage of all relevant topics on the subject
- Updated examples and Case studies drawn from organizations based in India
- New examples and pedagogical features, adding more value and depth to the text’s effective and consistent framework
- Learning tools such as Summary, Key words, Discussion questions and extensive referencing
- Four value additional online chapters are available for download from the link www.pearsoned.co.in/acfernando

CONTENTS

Part 1: Business Ethics
1. Business Ethics: An Overview
2. Concepts and Theories of Business Ethics
3. Ethical Dilemmas, Sources and their Resolutions
4. Ethical Decision-making in Business
5. Globalization and Business Ethics
6. Creating an Ethical Organization
7. Environmental Ethics
8. Corporate Ethics: Investors’ Rights, Privileges, Problems and Protection
9. Handmaiden of Ethics: Corporate Social Responsibility
10. Marketing Ethics
11. Ethical Issues in Human Resource Management
12. Ethical Issues in Financial Management
13. Technology and Ethics

Part 2: Corporate Governance
14. Corporate Governance: An Overview
15. Theories and Models of Corporate Governance
16. Initiatives in Corporate Governance: Global and National
17. Legal and Regulatory Aspects of Corporate Governance
18. Shareholders and Other Stakeholders in Corporate Governance
19. The Role of Board of Directors in Corporate Governance
20. The Role of Auditors in Corporate Governance

Online Chapters
22. Corporate Governance in the Public Sector and the Family Owned Companies: The Indian Scenario
23. Role of Government in Corporate Governance
24. Corporate Governance and Public Policy

ABOUT THE AUTHOR
K.P. Muraleedharan is the Academic Dean, University of West London, Branch Campus, UAE and was the former Director and Dean of School Business Studies, University of Calicut
E.K. Satheesh is currently the Registrar of University of Calicut and former Dean and Professor of Financial Management in the Department of Commerce and Management Studies, University of Calicut

CASE STUDIES IN BUSINESS ETHICS AND CORPORATE GOVERNANCE
Sanjay Mohapatra
Sreejesh S.

ISBN: 978131787229
Pages: 192

E-Book Available
POD

ABOUT THE BOOK
This collection of quality cases on business ethics addresses some of the most pertinent ethical issues in today’s business environment. It goes well beyond matters of fraud and public relations to consider standards of professionalism, corporate decision-making structure, and the interface between ethical theory and economic practice. Through handpicked cases from a variety of areas such as telecom, chemicals etc and business houses, this book illustrates how business ethics and corporate governance can be used to align business goals with ethical business practices and achieve better operational performance.

CONTENTS
1. Apple Inc.
2. Anna Hazare: Indian Arab Spring
3. Apple vs Samsung: Patent War
4. Corporate Governance at Wipro
5. ENRON: Fall of the Mighty
6. Corporate Governance in ITC LTD.
7. Johnson and Johnson: Weathering Turbulence
8. News of the World
9. Anil Dhirubhai Ambani Group (ADAG)
10. Nepotism Over Patriotism: A Case Study on RIL Investment in Oil
12. Subhiksha: Failed Business Model or Unethical Practices?
13. Tata Motors and Singur Controversy: Unethical Practices?
14. Union-Management Tussle at Tata Chemicals Limited

ABOUT THE AUTHORS
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Prof. Sreejesh S, Associate Professor, ICFAI, Hyderabad, India.

BUSINESS ETHICS: CONCEPTS AND CASES, 7/e
Manuel G. Velasquez

ISBN: 9789332560093
Pages: 495

E-Book Available

ABOUT THE BOOK
Business Ethics: Concepts and Cases, 7e, has been a widely popular textbook on business ethics among students because of its accessible style and lucid explanations of complex theories and concepts. Into its seventh edition, it has been revised to reflect the changes in technologies, organizational forms, and managerial practices. This edition incorporates a number of valuable and exciting pedagogical devices to increase student’s engagement and improve their performance.

New to this Edition:
• New cases in the Indian context: The Maggi Fiasco for Nestle, Gaining Business and Market Edge, the Britannia Way, Caring for the Needy in Difficult Times, Ethical Dilemma, Job Discrimination, an Ugly Side of Professionalism, Rewarding Ethical Employees
• Updated graphs and charts, new pictures, and other visual materials
• Study questions at the beginning of each chapter
• Summaries in the margin of all the basic ideas discussed in the text

FEATURES
• Two new chapters on whistle-blowing and corruption in India
Indian perspective presented through contextually relevant case studies and examples
An appendix that provides information on the scope and functioning of the Right to Information Act 2005

CONTENTS
Part 1: Basic Principles
Chapter 1: Ethics and Business
Chapter 2: Ethical Principles in Business

Part 2: The Market and Business
Chapter 4: Ethics in the Marketplace

Chapter 5: Ethics and the Environment
Chapter 6: The Ethics of Consumer Production and Marketing

Part 4: Ethics and Employees
Chapter 7: The Ethics of Job Discrimination
Chapter 8: Ethics and the Employee

ABOUT THE AUTHOR
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BUSINESS ETHICS: AN INDIAN PERSPECTIVE, 3/e
(Late) A.C. Fernando
K.P. Muralidheeran
E.K. Satheesh
ISBN: 9789353437442
Pages: 616

About the Book
Business Ethics: An Indian Perspective provides a comprehensive coverage of the theories of business ethics and emphasizes the importance of ethical principles in overcoming moral dilemmas in the business world. Using a large number of India-centric case studies and examples, this book helps readers develop the reasoning and analytical skills needed to apply ethical concepts to business. The coverage on the ethical theories underlying business and their application in the real world, a special focus on ethical issues in consumer protection and the information technology sector, whistle-blowing and real life corporate incidents makes this revised edition highly relevant for students today.

Contents
1. Business Ethics: An Overview
2. Concepts and Theories of Business Ethics
3. Ethical Dilemmas, Sources and Their Resolutions
4. Ethical Decision- making in Business
5. Globalization and Business Ethics
6. Creating an Ethical Organization
7. Corporate Ethics: Good Governance
8. Corporate Ethics: Investors’ Rights, Privileges, Problems and Protection
9. Handmaid of Ethics: Corporate Social Responsibility
10. Ethics of Consumer Protection
11. Environmental Ethics
12. Role of Various Agencies in Ensuring Ethics in Corporations
13. Ethics and Indian Business
14. Marketing Ethics
15. Ethical Issues in Human Resource Management
16. IT Industry: An Overview and Ethical Perspective
17. Ethical Issues in Financial Management
18. Whistle Blowing
19. Corruption in India
20. Corporate Governance and Ethics in Banking and Insurance

Features
- One new chapter on Corporate Governance and Ethics in Banking and Insurance
- Indian perspective presented through contextually relevant case studies and examples
- Detailed discussion on issues in the financial, marketing, and human resource management disciplines of businesses and whistle-blowing and corruption in India
- Extensive coverage on emerging cybercrimes and the Indian laws governing them
- An appendix that provides information on the scope and functioning of the Right to Information Act 2005

About the Author
Late A. C. Fernando was a senior professor of Economics and Corporate Governance at the Loyola Institute of Business Administration (LIBA), Loyola College, Chennai.

Business Law
BUSINESS LAW, 3/e
Tejpal Sheth
ISBN: 9789332586154
Pages: 648

About the Book
Business Law 3/e delves into a major part of business dealing by presenting a comprehensive analysis of the subject matter which will aid the commerce and management students to learn the legal dialect of business. This book deals with laws that will help to initiate and sustain various types of business. As a subject,
it is of ample importance to understand the legal aspects of running one's own business. The book has been written in a lucid manner using several examples, case studies, and exercises to make it more interesting for the students. This book will also be of use for students pursuing CWA (Inter) from IWAI. The chapters have been designed in a manner to help the students understand the changing acts of legal business.

FEATURES

- Each chapter is equipped with 4 sections—theory based case studies; landmark judgements; Test Your Knowledge; and Multiple-Choice questions.
- New topics have been included namely, Contract Act; Provident Fund and Miscellaneous Provisions Act, 1952; Limited Liability Partnership Act, 2008; and Employees’ State Insurance Act, 1948.
- The provisions of Companies Act, 1956; the amendments in topics of Foreign Exchange Management Act, 1999; and Information Technology Act, 2000 have also been explained in detail.
- The book has numerous interpretations of the amendments and acts with illustrative examples to help students understand the provisions of law in a better way.

CONTENTS

1. Indian Contract Act 1872 - Nature and kind of contract
2. Indian Contract Act 1872 - Offer and acceptance of offer
3. Indian Contract Act 1872 - Capacity of parties and consideration
4. Indian Contract Act 1872 - Free consent
5. Indian Contract Act 1872 - Void agreements and contingent contract
8. Indian Contract Act 1872 - Remedies for breach of contract and Quasi contract
9. Indian Contract Act 1872 - Indemnity and guarantee
10. Indian Contract Act 1872 - Bailment and pledge
11. Indian Contract Act 1872 - Agency
12. The partnership Act 1932
13. The sales of Goods Act 1930
14. The Negotiable Instrument Act 1881
15. Consumer Protection Act 1986
16. Foreign Exchange and Management Act 1999
17. Information Technology Act, 2000
18. Companies Act 2013 - Type of companies and their characteristics
19. Companies Act 2013 - Memorandum, Article of association and Prospectus
20. Companies Act 2013 - Share capital and transfer of shares
21. Companies Act 2013 - Meeting and Power of Board
22. Companies Act 2013 - Management of company
23. The payment of Bonus Act 1965
24. The payment of Gratuity Act 1972
25. Employees Provident fund and Miscellaneous Provisions Act, 1952
27. Employees’ State Insurance Act, 1948

ABOUT THE AUTHOR

Tegpal Sheth is an associate member of the Institute of Company Secretaries of India. He holds an MBA degree in International Business and Diploma in Pharmacy. Apart from practising Company Secretary, he is a dynamic and well-known educator in the professional stream. He is a visiting faculty in any reputed MBA colleges and professional institutes like ICSI, ICAI and ICWAI for more than 14 years.

FEATURES

- An integrated flow between the chapters, which will allow the students to clearly see how the topics relate to each other from the start.
- Offers readers a comprehensive coverage of corporate governance practices.
- This revision presents new examples and pedagogical features adding more value and depth to the text’s effective, consistent framework.
- The section of Golden case studies features the top companies and their discussion about the pathway of handling the governance in the modern world of business.
- Clear Chapter outlines, Keywords, discussion questions and extensive referring enabling readers to access their learning.

CONTENTS

Part 1: Understanding of Corporate History and Governance
1. Corporate History, Structure and Ownership Pattern
2. Corporate Governance: An Overview
3. Theories and Models of Corporate Governance
4. Initiatives in Corporate Governance: Global and National
Part II: Legal Framework and Agents in Corporate Governance
5. Legal and Regulatory Aspects of Corporate Governance
6. Shareholders - The Prime stakeholders
7. Other Stakeholders of the company
8. The role of Board of Directors in corporate governance
9. The role of Auditors in Corporate Governance

Part III: Components and Facilitators of Corporate Governance
10. Financial Reporting and Corporate Governance
11. Whistle Blowing Mechanism and Corporate Governance
12. Role of Government in Corporate Governance
13. The Role of the Media in Ensuring Corporate Governance

Part IV: Issues and Problems of Corporate Governance in Developed and Emerging Economies
14. Corporate Governance and Business Ethics
15. Corporate Governance and CSR
16. Corporate Governance and Public Policy
17. Corporate Governance in the Developed and Emerging Economies
18. Corporate Governance in the Public Sector and the Family Owned Companies: The Indian Scenario
19. Golden Case Studies

ABOUT THE AUTHOR
Late A. C. Fernando was a senior professor of Economics and Corporate Governance at the Loyola Institute of Business Administration (LIBA), Loyola College, Chennai.
Muralidharan, Calicut University
Satheesh, Calicut University

Entrepreneurship

ENTREPRENEURSHIP: NEW VENTURE CREATION
David H. Holt
ISBN: 9789332568730
Pages: 584

ABOUT THE BOOK
Entrepreneurship, is aimed at helping students transform their entrepreneurial dreams into reality. The book is organized in a way that will help readers explore the nature of entrepreneurship, provides models for new venture creation, and describes ways to help entrepreneurs succeed. Part One, consisting of four chapters, establishes a foundation for the course. Part Two, comprising three chapters, describes product development, legal protection of innovations, and the human side of enterprise in services. Part Three, which again has three chapters, concentrates on market research and development. Part Four, comprising four chapters, emphasizes the roles of entrepreneurs in their organizations.

FEATURES
■ Features to Test Learning: each chapter incorporates learning objectives, checkpoint questions, examples, and illustrations to help students learn about the entrepreneurial processes.
■ Real-life Examples: approximately 50 brief biographies or profiles of successful entrepreneurs are presented throughout the text to illustrate real-world results of new ventures. Some of the people profiled are Irving Berlin, William Gates of Microsoft, and Thomas Monaghan of Domino’s Pizza among others.
■ Elucidation and Illustration of Complicated Concepts: nearly 40 exhibits and boxed items are provided to amplify presentations and give meaning to complicated concepts.
■ Rich End-of-Chapter Pedagogy: each chapter ends with descriptive synopsis of the learning objectives. These repeat the objectives and briefly summarizes the key points.

CONTENTS
1. Entrepreneurship and New Venture Opportunities
2. Entrepreneurship and Innovation
3. Small Business and Corporate Entrepreneurship - Contrasting Enterprises
5. The Product Concept and Commercial Opportunities
6. Product Protection - Patents, Trademarks, and Copyrights
7. Services - The Human Side of Enterprise
8. Marketing Research for New Ventures
9. Marketing - Functions and Strategies
10. International Markets: New Venture Opportunities
11. The Entrepreneurial Team and Business Formation
12. Business Acquisitions and Franchising
14. Managing Growth and Transition

ABOUT THE AUTHOR
David H. Holt, James Madison University

Entrepreneurship: Successfully Launching New Ventures
Bruce R. Barringer
Duane Ireland
ISBN: 9789353066499
Pages: 624

ABOUT THE BOOK
Entrepreneurship: Successfully Launching New Ventures explores the allure of entrepreneurship, teaching students how to successfully launch and grow their own business. Using real business profiles of inspiring young entrepreneurs, the text engages students through relevant examples they can easily relate to. The 6th Edition examines entrepreneurship through an easy,
four-step process that clearly outlines both the excitement and difficulty of launching a new company. Careful to identify failures as well as successes, the text is a guide to starting a new business.

FEATURES
- Updated - Academic literature presents readers with accurate and current descriptions of what researchers have learned about successful entrepreneurs and effective entrepreneurial firms.
- Opening profiles begin each chapter with a spotlight on an entrepreneurial firm started when its founders were in college, inspiring students for an early entrepreneurial start.
- Student Entrepreneurs’ Insights at the bottom of every opening profile are interviews with the featured entrepreneurs.
- New and Updated - What Went Wrong?, Savvy Entrepreneurial Firm, and Partnering for Success alert students to contemporary issues facing business firms, and explore topics such as how to find a mentor, how to select a co-founder, and how to avoid mistakes that have been made in the past.
- Updated - Boxed features focus on topics like how entrepreneurial firms can use collaborative software to help team members reach their goals, the need to develop and test a prototype of a product or service as a means of determining how to meet customers’ needs, and how growing too quickly overwhelmed a firm’s ability to properly manage its cash flow.
- New and Updated - End-of-Chapter Cases relate major chapter concepts to real business cases like Kickstarter, which is becoming an increasingly important pathway through which entrepreneurs obtain seed capital for their ventures.

CONTENTS
Part I: Decision to Become an Entrepreneur
1. Introduction to Entrepreneurship

Part II: Developing Successful Business Ideas
2. Recognizing Opportunities and Generating Ideas
3. Feasibility Analysis
4. Developing an Effective Business Model
5. Industry and Competitor Analysis
6. Writing a Business Plan

Part III: Moving From an Idea to an Entrepreneurial Firm
7. Preparing the Proper Ethical and Legal Foundation
8. Assessing a New Venture’s Financial Strength and Viability
9. Building a New-Venture Team
10. Getting Financing or Funding

Part IV: Managing and Growing an Entrepreneurial Firm
11. Unique Marketing Issues
12. The Importance of Intellectual Property
13. Preparing for and Evaluating the Challenges of Growth
14. Strategies for Firm Growth
15. Franchising

ABOUT THE BOOK
The revised and updated Third edition of Entrepreneurship Development and Small Business Enterprises discusses how entrepreneurs can successfully manage their ventures in a highly dynamic and challenging environment. This book prepares students for life outside the classroom through case studies drawn from diverse sectors, profiles of successful entrepreneurs, and projects that promote analysis and decision making.

FEATURES
- Thorough coverage of the conceptual framework of entrepreneurship development and casual and effectual entrepreneurship.
- Each chapter begins with a picture serve as ice-breakers and narrate the key concepts of the chapter through a powerful story around an entrepreneur or company for better understanding of the chapter.
- New end-of-chapter activities and projects designed to promote effectual reasoning.
- Fourteen end-of-chapter case studies drawn from diverse sectors reflect current thinking and practice in the Indian context.
- Each chapter contains several boxes that highlight the latest developments, interesting stories and quotes of the entrepreneurs mentioned in the beginning of the chapter.
- The manufacturing and service sectors have been covered in greater detail by showcasing real-world examples and case studies from Indian and global enterprises.
- Online supplement consisting of instructors’ manual and PowerPoint lecture slides to support interactive training and teaching.

CONTENTS
1. Entrepreneurship
2. Entrepreneurial Development and Training
3. Women Entrepreneurs
4. Family Business
5. Micro, Small, and Medium Enterprises
6. Identification of Business Opportunities
7. Business Plans
8. Project Management and Financing
9. Institutions Supporting Business Enterprises
10. Business Organizations and Business Laws
The subject of innovation management is often treated as a series of separate specialisms, rather than an integrated task. The main aim of this book, however, is to bring together the areas of innovation management and new product development and to keep a strong emphasis on innovation as a management process. Written in an accessible style, this fourth edition brings a change in structure to clearly set out three key areas for the student: innovation management, managing technology and knowledge and new product development. As innovation continues to be at the forefront of economic and political debate about how to improve the competitiveness of economies and firms, Innovation Management and New Product Development, 4/e, will give you some insight into the problems faced by firms as they try to develop innovative products that will help them survive and prosper.

FEATURES
- Topical articles from the Financial Times illustrate how the subject is being discussed in the context of the wider business world.
- A new chapter on service development offers up-to-date coverage of this popular subject.
- Four major new case studies have been introduced— including eBay, Viagra, Innocent and Apple
- A colourful new design enlivens the text and makes the structure easy to follow.
- A comprehensive set of web references at the end of each chapter guides the reader to further resources.

About the Book
The first text to provide an integrated, strategic view of management of technology, this theory/practice volume addresses the contemporary challenges that surround high-tech products and services. It is the only text in the market that focuses on the unique marketing challenges that surround high-tech products and services. It is the only text in the market that focuses on the unique marketing practices.

FEATURES
- An Integrative Framework
- Appropriation of Technology, Deployment of New Products, Deployment in Value Chains, and Deployment in Marketing
A General Managerial Perspective
■ Coverage of Both Strategic and Operational Issues
■ A Balance of Conceptual Discussion and Applied/Hands-on-Analysis

CONTENTS
Part I: Theoretical Foundations
1. Theoretical Foundations
2. Technological Environment
3. Process of Technology Change: Innovation
4. Process of Technology Change: Diffusion
5. Technology and Competition
6. Process Innovation, Value Chains, and Organization
Part II: Technology Strategy: Basics
7. Technology Intelligence
8. Technology Strategy: Overview
9. Technology Strategy: Collaborative Mode
Part III: Domains Of Technology Strategy
10. Appropriation of Technology
11. Deployment in New Products
12. Deployment of Technology in the Value Chain
Part IV: Role Of General Management
13. Organizing for Innovation
15. Project Valuation and Financing

ABOUT THE AUTHOR
V. K. Narayanan has taught at the University of Kansas since 1978.

MARKETING OF HIGH-TECHNOLOGY PRODUCTS AND INNOVATIONS, 3/e
Jakki J. Mohr
Sanjit Sengupta
Stanley Slater

ISBN: 9789332536623
Pages: 560

FEATURES
■ End-of-book Cases: The cases that have encouraged hands-on experience and in-depth analysis in previous editions have been replaced by current cases that better relate to today’s student. Facilitate critical thinking skills in your classroom with cases on:
  - Skype
  - TiVo
  - Xerox
  - ESRI (GIS software)
  - Boeing and Airbus
  - Goomzee
  - SELCO
■ In-depth Opening Vignettes: Each chapter begins with an opening vignette that highlights a particular company and how it has grappled with the issues in the coming chapter. In this edition the opening vignettes have not only been updated with current material but also delve deeper into the issues at hand providing students with greater insight.
■ “Technology Solutions to Global Problems”: These boxes feature real, cutting-edge companies, products/technologies, and business models that solve emerging problems such as the energy crisis or global warming.

CONTENTS
1. Introduction to World of High Technology Marketing
2. Strategic Market Planning in High-Tech Firms
3. Culture and Climate Considerations for High-Tech Companies
5. Partnerships/Alliances and Customer Relationship Marketing
6. Marketing Research in High-Tech Markets
7. Understanding High-Tech Customers
8. Technology And Product Management
9. Distribution Channels and Supply Chain Management in High-Tech Markets
10. Pricing Considerations in High-Tech Markets
11. Marketing Communication Tools for High-Tech Markets
12. Strategic Considerations in Marketing Communications
13. End-of-Book Cases

ABOUT THE AUTHORS
Jakki J. Mohr, University of Montana
Sanjit Sengupta, San Francisco State University
Stanley Slater, Colorado State University

ABOUT THE BOOK
Marketing of High-Technology Products and Innovations, 3/e, is the only text in the market that focuses on the unique marketing challenges that surround high-tech products and services.

The third edition retains all the same concepts and materials of previous editions and includes comprehensive coverage of the latest academic research and leading-edge business practices.
International Business

INTERNATIONAL BUSINESS: THE NEW REALITIES, 4/e
S. Tamer Cavusgil
Gary Knight
John Riesenberger

ISBN: 9789332584518
Pages: 544

ABOUT THE BOOK
International Business: The New Realities caters to a millennial student audience, the most diverse and educated generation to date. The book speaks to students of the technological age, facing a diverse and evolving economic environment fueled by the Internet and multimedia sources. By addressing issues such as the competitive job market and challenges faced by advanced economies, the text preps students for international business in our modern world. The Fourth Edition plays on millennials’ characteristics to engage them in the material. This includes their reliance on technology, their drive towards achievement and helping their communities, and their desire to obtain skills they can apply towards meaningful jobs. The authors understand what motivates millennial students and builds on their goals to help students obtain successful careers in international business.

FEATURES
- Collaborative learning features encourage students to work in groups, facilitating their communication through the Internet, social media, and other forms of technology.
- Relevant knowledge and job-related skills are showcased as examples and activities throughout the text that help students gain the skillsets they’ll need in an international business environment.
- Digital Platforms play to millennials’ preference to access content digitally to enhance engagement, self-pacing, and the ability to customize content to individual student needs. They also help ensure timely, up-to-date content is accessible to students.
- Contemporary issues that matter to millennials provide more relevant and in-depth coverage of IB topics such as emerging markets, developing economies, growth of the service sector, risks in IB, globalization and technology, women in IB, and other important trends.
- Meaningful content covers areas such as ethics, corporate social responsibility, and sustainability in international business.
- Practical treatment of managerial issues bridges the gap between learning the material and applying it to a future career.
- Opening and closing cases in each chapter feature modern firms and subjects such as Apple, Disney, Facebook, Harley Davidson, H&M, born global films, social media in China, and the global movie industry to stimulate student desire to learn more about international business.
- NEW! More exercises and activities have been added to improve students’ critical thinking and problem solving skills.
- NEW! Exhibits enhance readability and make explanations easier to understand.
- Simulations reinforce chapter content.
- All content is contemporary and reflects trends in international business today.

Part I: Foundation Concepts
1. Introduction: What Is International Business?
2. Globalization of Markets and the Internationalization of the Firm
3. Organizational Participants That Make International Business Happen

Part II: The Environment of International Business
4. The Cultural Environment of International Business
5. Ethics, Sustainability, and Corporate Social Responsibility in International Business
6. Theories of International Trade and Investment
7. Political and Legal Systems in National Environments
8. Government Intervention in International Business
9. Regional Economic Integration
10. Understanding Emerging Markets
11. The International Monetary and Financial Environment

Part III: Strategy and Opportunity Assessment
12. Strategy and Organization in the International Firm

Part IV: Entering and Operating in International Markets
14. Exporting and Countertrade
15. Foreign Direct Investment and Collaborative Ventures
16. Licensing, Franchising, and Other Contractual Strategies
17. Global Sourcing

Part V: Functional Area Excellence
18. Marketing in the Global Firm

ABOUT THE AUTHORS
Professor Cavusgil has been mentoring students, executives, and educators in international business for the past four decades. A native of Turkey, his professional work has taken him to numerous other emerging markets. Tamer serves as Fuller E. Callaway Professorial Chair at Georgia State University’s Robinson College of Business. He is also a visiting professor at: Leeds University Business School, U.K.; University of South Australia; and Xi’an Jiaotong University.

Gary Knight has been teaching international business for more than 20 years. A native of the United States, he has lived and worked in many countries around the world. Gary has been Helen Simpson Jackson Chair in International Management at Willamette University since 2012. He is also Visiting Professor at the University of Southern Denmark, Odense. He was professor at Florida State University for 15 years where he directed the school’s International Business Program.

John Riesenberger serves as the president of Consilium Partners, Inc., a pharmaceutical consulting firm with clients in pharmaceutical, biotechnology, and pharmaceutical agency firms.
INTernational Business: Environments & Operations, 16/e
John D. Daniels
Lee H. Radebaugh
Daniel P. Sullivan
Prashant Salwan

ABOUT THE BOOK
Balancing authoritative theory and meaningful practice, International Business engages students on the subject of conducting business in international markets. The authors’ descriptions and ideas of international business are enhanced with contemporary examples, scenarios, and cases that help students effectively apply what they’ve learned. Now in its 16th Edition, International Business remains one of the best-selling and most authoritative international business texts available. As rigorous and practical as ever, this edition remains up-to-date through updated or newly written cases, streamlined writing, and expanded coverage of relevant global changes.

FEATURES
- Cases begin and end every chapter; they either introduce new material or integrate what has already been learned.
- Looking to the Future features in each chapter alludes to ideas discussed in the chapter in a way that prompts students to engage their imagination about the world’s future.
- Point—Counterpoint features bring the topics of major debates to life in a way students can understand and investigate.
- Maps enhance geographic literacy, add interest, and illustrate facts discussed in the text. Many case maps zero in on the case company’s home country or market region to give students a closeup look at foreign locales.
- Some New Topics and Cases: Unprecedented refugee movement into Europe; The opening of US–Cuban diplomatic exchanges; The spread of mosquito-borne epidemics (Zika, Ebola, etc.); Internationalization of Indian Cinema; Amazon and Flipkart in India; Creating Value in an Emerging Economy—IndusInd Bank; Strategies at the Bottom of the Pyramid in Emerging Economies—Maruti Suzuki.

CONTENTS
Part I: Background for International Business
1. Globalization and International Business
Part II: Comparative Environmental Frameworks
2. The Cultural Environments Facing Business
3. The Political and Legal Environments Facing Business
4. The Economic Environments Facing Business
5. Globalization and Society
Part III: Theories and Institutions: Trade and Investment
6. International Trade and Factor Mobility Theory
7. Governmental Influence on Trade
8. Cross-National Cooperation and Agreements
Part IV: World Financial Environment
9. Global Foreign-Exchange Markets
10. The Determination of Exchange Rates
11. Global Capital Markets
Part V: Global Strategy, Structure, and Implementation
12. The Strategy of International Business
13. Country Evaluation and Selection
14. Export and Import
15. Direct Investment and Collaborative Strategies
16. The Organization of International Business
Part VI: Managing International Operations
17. Marketing Globally
18. Global Operations and Supply-Chain Management
19. International Accounting and Finance Issues

ABOUT THE AUTHORS
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Lee H Radebaugh, The emeritus Kay and Yvonne Whitmore Professor of International Business and former Director of the Whitmore Global Management Center/CIBER at Brigham Young University.
Daniel P Sullivan, Professor of International Business at the Alfred Lerner College of Business of the University of Delaware.
Prashant Salwan, Indian Institute of Management Indore
the confines of their classroom and to explore the intricacies of cross-cultural management through the use of case analysis and simulation.

FEATURES
- Revised and updated content as per curriculum guidelines issued by the UGC under the CBCS system for all undergraduate courses of study on a pan India level.
- Two new chapters on International Financial Environment and Exchange Rate Determination
- Data on trade FDI, TNCs have been updated till 2018 based on global reports
- Model question papers
- Additional discussion questions
- Latest university examination questions

CONTENTS
1. Globalization and International Business
2. Economic and Political Environment
3. Cultural and Legal Environment
4. International Trade Theories
5. Commercial Policy Instruments
6. Multilateral Regulation of Trade
7. International Trade Finance and Promotion
8. Foreign Direct Investment
9. Regional Economic Integration
10. International Financial Environment
11. Exchange Rate Determination
12. International Financial Institutions
13. International Balance of Payments
14. International Marketing
15. International Human Resource Management
16. International Production and Supply Chain Operations
17. Global E-commerce
18. Environmental Issues in International Business
19. Global Outsourcing

ABOUT THE AUTHOR
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INTERNATIONAL BUSINESS: CONCEPT, ENVIRONMENT AND STRATEGY, 3/e
(Late) Vyuptakesh Sharan
ISBN: 9788131732519
Pages: 632

ABOUT THE BOOK
International Business, 3/e is written in a pragmatic way with an inclination on managerial aspect, thus encouraging students to explore international business as a career choice. It deals with the latest topics and development which we are witnessing around the globe. It attempts to impart the core body of knowledge in international business in an interesting and lively manner. This text not only describes the ideas of international business but it also uses contemporary examples, scenarios, and cases to help students effectively put theory into practice.

FEATURES
- A completely rewritten chapter on ‘Theories of International Trade’ elaborating the theory of intra-industry trade and theory behind outsourcing
- Addition of new case studies and study topics to enhance the quality of the book
- Addition of boxes using Indian and other examples for better understanding of students
- Intensive discussion on inward and outward-oriented policies of international trade
- Revised tables, figures and text to provide up-to-date information
- Comprehensive discussion on trade barriers and taxation issues

CONTENTS
Part 1: Concepts of International Business
1. Overview of International Business
2. Modes of International Business
3. Theories of International Trade
4. Theoretical Framework of Foreign Direct Investment
5. Balance of Payments

Part 2: International Business Environment
6. National Regulation of International Business
7. National Regulation of International Business
8. Regional Economic Integration
9. Economic Environment
10. International Environment
11. Socio-Cultural and Ethical Environment
12. International Financial Environment: Exchange Rate
13. International Financial Markets

Part 3: Strategy of International Business
14. Strategy, Planning, Organization, and Control
15. Global Technology Management
16. Management of International Operations
17. International Market Strategy
18. Global Human Resource Management
19. International Investment and Financing Strategy
20. Management of Exchange Rate and Interest Rate Risk
21. International Taxation and Accounting
22. Host Country Heterogeneity and International Business Strategy

ABOUT THE AUTHOR
Former Professor and Dean, Faculty of Commerce, Magadh University, Late Vyuptakesh Sharan was Professor Emeritus at Chandragupta Institute of Management Patna (CIMP), which is an autonomous institution of the government of Bihar.
THE INTERNATIONAL BUSINESS ENVIRONMENT: TEXT AND CASES
J. Stewart Black
Anant K. Sundaram
ISBN: 978932560086
Pages: 416

ABOUT THE BOOK

The International Business Environment: Text and Cases is written with the aim to provide students with the necessary tools to analyze systematically the different facets of international business environment and how they affect an organization. The text focuses on five aspects of the cross border environment—exchange rates and international capital markets, trading patterns and regimes, regulatory content, and political context. Theories, models, and insights have been integrated from a variety of disciplines and functional areas, while emphasizing managerial relevance and providing a general management focus to issues confronting the multinational enterprises (MNEs).

FEATURES

■ Managerial Relevance: the tone and content of the book adopts the viewpoint of the general manager of a multinational enterprise, who is responsible for formulating and implementing global strategy.
■ Coverage of Issues: a broad range of topics have been covered within a single text. Examples include treatment of economic exposure to exchange rates (Chapter 5), international law (Chapter 8), MNE social responsibility (Chapter 9), and economic cost benefit analysis (Chapter 12).
■ Concise Coverage: the book is written in the manner of concise summaries of theoretical ideas that are necessary for the students to go beyond typical analysis of cases.
■ Indian Cases: special attention is paid to include cases such as ‘Tata Motors: Crafting Growth Strategies in a Global Industry’, ‘TCS: Customer Value Proposition’, and ‘Bharti Airtel: Developing Value Position in Dynamic Environment’ to capture the developments in the Indian market.

CONTENTS

1. Introduction
2. Forces of Globalization
3. Foreign Exchange: The Basics
4. Foreign Exchange: Transaction Exposure
5. Exchange Rates: Economic Exposure
6. Theories of International Trade
7. The Trading Environment of International Business: Laws and Institutions
8. The Regulatory Environment of International Business
9. The Ethical and Social Responsibility Environment of International Business
10. Country Risk Analysis
11. Political Risk Analysis
12. The Analysis of MNEs by Countries
13. The Cultural Environment of International Business
14. Competitive Strategy and the International Business
15. Designing Organizations for International Environments

ABOUT THE AUTHORS

Anant K. Sundaram, Associate Professor of Business Administration, Amos Tuck School, Dartmouth College
J. Stewart Black, Associate Professor of International Management, American Graduate School of International Management

INTERNATIONAL BUSINESS, 2/e
Sumati Varma
ISBN: 9789390394234
Pages: 544

ABOUT THE BOOK

International Business, 2/e is a revised and updated textbook for postgraduate courses of International Business and Strategy. The book aims to give students a comprehensive coverage of all aspects of the subject by linking concepts, theories and frameworks with real life cases and examples across countries and industries.

FEATURES

■ Fresh new chapter — International Business and Society.
■ 15 new opening cases, 13 new closing cases, 13 new ‘Industry Focus’ features, 14 new stories in ‘Region Focus’ and 15 new episodes of ‘International Business in Action’.
■ Latest and updated data on trade, FDI and TNCs based on global reports.

CONTENTS

1. Globalization and International Business
2. Globalization of Business Structures: The Transnational Corporation
3. Economic Environment
4. Political and Legal Environment
5. Cultural Environment
6. International Trade Theories and Applications
7. Political Economy of International Trade
8. Foreign Direct Investment: Theory and Application
9. Regional Economic Integration
10. Regional Economic Integration
11. Financing of Global Operations
12. Strategy of Foreign Market Entry
13. Alliances and Acquisitions
14. Technology and Innovation
15. International Organizational Structures and Design
16. International Marketing
17. International Human Resource Management
18. International Production and Supply Chain Operations
19. Accounting for International Business
20. Environmental Issues for International Business
21. International Entrepreneurship
22. International Business and Society

ABOUT THE AUTHOR
Sumati Varma is Associate Professor of Commerce at Sri Aurobindo College (Evening), University of Delhi. She teaches both undergraduate and postgraduate courses, and is a consultant with the World Bank and an IVLP fellow in American studies.

INTERNATIONAL BUSINESS: THE CHALLENGES OF GLOBALIZATION, 8/e
John J. Wild
Kenneth L. Wild
ISBN: 9789332584525
Pages: 480

FEATURES
- The importance of understanding different cultures and cultural barriers that may arise are emphasized throughout the text.
- Chapter introductions are culturally rich and sensitise readers to different cultures they may do business with in the future through real world examples.
- Learning Objectives summarise the main concepts students should take from each chapter in a clear, bullet-pointed format.
- Quick Study concept checks help students verify that they have retained the main concepts of the chapter.
- UPDATED! Reorganized chapters include new information and facilitate better learning flow.
- Introductions are culturally centric to stress and integrate this fundamental concept of international business throughout the text.

CONTENTS
Part 1: Global Business Environment
1. Globalization

Part 2: National Business Environments
2. Cross-Cultural Business
3. Political Economy and Ethics
4. Emerging Markets and Development

Part 3: International Trade and Investment
5. International Trade Theory
6. Political Economy of Trade
7. Foreign Direct Investment
8. Regional Economic Integration

Part 4: The International Financial System
10. International Monetary System

Part 5: International Business Management
11. International Strategy and Organization
12. Analyzing International Opportunities
13. Selecting and Managing Entry Modes
14. Developing and Marketing Products
15. Managing International Operations
16. Hiring and Managing Employees

ABOUT THE AUTHORS
John J. Wild is a distinguished professor of business and accounting at the University of Wisconsin’s School of Business.

INTERNATIONAL TRADE: THEORY AND POLICY, 10/e
Paul R. Krugman
Maurice Obstfeld
Marc Melitz
ISBN: 9789332585768
Pages: 368

FEATURES
- A thorough discussion of the causes and effects of trade
- An integrated, empirical-based treatment of the latest
- Includes the following:
  - An emphasis on the potential substitutability of
  - An integrated, empirical-based treatment of the latest
  - Includes the following:

ABOUT THE BOOK
International Trade: Theory and Policy provides engaging, balanced coverage of the key concepts and practical applications of the discipline. An intuitive introduction to international trade theory is followed by detailed coverage of policy applications. With this new tenth edition, the author team of Nobel Prize-winning economist Paul Krugman, renowned researcher Maurice Obstfeld, and Marc Melitz of Harvard University continues to set the standard for International Trade courses.

FEATURES
- The text presents a balance of theoretical and practical coverage of international trade.
- Chapters on core theory are followed by a series of application chapters that confront policy questions using the newest empirical work, data, and policy debates.
- This structure enables students to grasp theoretical concepts
and then see those same concepts in action, aiding retention and highlighting the relevance of course material. Key coverage includes the following:

- An integrated, empirical-based treatment of the latest models of trade, such as the gravity, Ricardian, factor endowments, and imperfect competition models,
- A thorough discussion of the causes and effects of trade policy focused on the income-distribution effects of trade,
- An emphasis on the potential substitutability of international trade and international movements of factors of production, featuring an analysis of international borrowing and lending as intertemporal trade—the exchange of present consumption for future consumption.

CONTENTS

1. Introduction
2. World Trade: An Overview
3. Labor Productivity and Comparative Advantage: The Ricardian Model
4. Specific Factors and Income Distribution
5. Resources and Trade: The Heckscher-Ohlin Model
6. The Standard Trade Model
7. External Economies of Scale and the International Location of Production
9. The Instruments of Trade Policy
10. The Political Economy of Trade Policy
11. Trade Policy in Developing Countries
12. Controversies in Trade Policy

ABOUT THE AUTHOR

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Maurice Obstfeld, University of California, Berkeley
Marc Melitz, Harvard University

Managing Across Borders and Cultures examines the challenges to the manager's role associated with adaptive leadership and thoroughly prepares students for the complicated yet fascinating discipline of international and global management.

No matter the size, companies operating overseas are faced with distinct scenarios. In order to be successful, they must accurately assess the components that shape their strategies, operations, and overall function. The Ninth Edition trains students and practicing managers for careers in this evolving global environment by exposing them to effective strategic, interpersonal, and organizational skills, while focusing on sustainability.

FEATURES

- Comprehensive Cases feature examples of businesses that are familiar to students
- Three of the new cases are award winners: Vodafone in Egypt, Leading Across Cultures at Michelin, and Ethical Leadership: Ratan Tata and India’s Tata Group.
- The feature box called “Under the Lens” is expanded into a total of 19 boxes that give an in-depth look at important aspects of the chapter subjects.
- Seven new opening profiles, include:
  - BMG Signs Distribution Deal with Alibaba
  - Social Media Bring Changes to Saudi Arabian Culture
  - TAG Hueur in Smartwatch Alliance with Google and Intel
- Seven new chapter-ending cases, include:
  - Foreign Companies in China Under Attack
  - Foreign Businesses Tread Carefully as Cuba Opens Up
  - An Australian Manager in an American Company
- The streamlined text maintains particular focus on global strategic positioning, entry strategies and alliances, effective cross-cultural understanding, and developing an effective global management team.
- Coverage of recent geopolitical developments and their effects on strategy is included throughout the text.
- Coverage of developments in globalization and the growing nationalist backlash is included.
- There is expanded coverage on sustainability and creating shared value.
- Coverage of management issues regarding emerging market economies like China, India, Brazil, Africa, and Russia flows throughout the text.

CONTENTS

Part 1: The Global Manager's Environment
1. Assessing the Environment: Political, Economic, Legal, Technological
2. Managing Interdependence: Social Responsibility, Ethics, Sustainability

Comprehensive Cases
NEW! Case 1 Facebook’s Internet.org Initiative: Serving the Bottom of the Pyramid! (several countries)
Case 2 An Ethics Role-Playing Case: Stockholders versus Stakeholders (Global/Sri Lanka)

Part 2: The Cultural Context of Global Management
3. Understanding the Role of Culture
4. Communicating Across Cultures
5. Cross-Cultural Negotiation and Decision Making
The field of knowledge management subject matter is a subset of content taught in the Decision Support Systems course. This text is about knowledge—how to capture it, how to transfer it, how to share it, and how to manage it. The authors take students through a process-oriented examination of the topic, striking a balance between the behavioral and technical aspects of knowledge management and use it.

FEATURES
- Learning by example is evident throughout the text. Concepts, principles, or procedures that are either technical or new are followed by examples or illustrations for easy learning.
- Boxed vignettes throughout each chapter are brought in from the field through journals or Web sites.
- Illustrations are incorporated where necessary for clearer understanding of the material.
- Implications for knowledge management relates chapter material to knowledge management or management decision making.
- A summary at the end of each chapter brings into focus the essence of the chapter.

CONTENTS
I. The Basics
1. Working Smarter, Not Harder
2. Understanding Knowledge
3. KM System Life Cycle

II. Knowledge Creation and Capture
4. Knowledge Creation and Architecture
5. Capturing Tacit Knowledge
6. Other Knowledge Capturing Techniques

III. Knowledge Codification and System Implementation
7. Knowledge Codification
8. System Testing and Deployment
9. Knowledge Transfer and Knowledge Sharing
10. Knowledge Transfer in the E-World

IV. KM System Tools and Portals
11. Learning From Data
12. Data Mining—Knowing the Unknown
13. KM Tools and Knowledge Portals

V. Ethical, Legal, and Managerial Issues
14. Who Owns Knowledge?
15. Managing Knowledge Workers
16. Where Do We Go from Here?
ABOUT THE BOOK
This book aims to provide extensive theoretical knowledge with practical overtones to the students, and application based knowledge to the professionals to successfully implement performance management systems and strategies. With such comprehensive knowledge and practical skills HR students would be able to develop their capabilities as future manager to manage performance in any organization.

FEATURES
- The text provides essential inputs to organizations to take crucial HR decisions, and also help organizations to align their business goals with the performance of the people.
- Use of case studies and examples from companies like Mono India, AutoMart, Infosys, TCS, Proctor and Gamble
- Use of opening vignettes, tables, boxes, exhibits, summary, key words, general and critical review questions for students practice.

CONTENTS
1. Introduction to Performance Management
2. Performance Planning
3. Performance Appraisal
4. Performance Management Review
5. Performance Management Systems
6. Strategic Performance Management
7. Competency-Based Performance
8. Performance-Based Compensation
9. Performance-Based Career Planning
10. Team Performance Management
11. Performance Measurements through Balanced and HR Scorecards
12. Performance Management and Mentoring
13. Performance Measurement
15. Performance Audit, Human Resource Valuation, and Accounting and Audit
16. Ethical and Legal Issues of Performance Management
17. Contemporary Issues in Performance Management

ABOUT THE AUTHOR
Dipak Bhattacharyya, Camellia Business School, Kolkata

HUMAN RESOURCE ANALYTICS: STRATEGIC DECISION MAKING, I/e
Nishant Uppal

ABOUT THE BOOK
Human Resource Management is progressing from being merely operational in nature to being seen as a strategic business partner. Analytics has played a key role in this transformation. HR Analytics is a data-driven approach to HR and is being applied to a wide range of areas in HR such as attracting top talent, performance measurement, compensation, workforce planning, training and development, retention, and overall human capital planning. Its insights are used as an input to strategic decision making and enable organizations to measure the business impact of HR practices and policies.

An increasing number of organizations and HR professionals recognize the value in Analytics and are investing in building substantial analytics capabilities within HR.

The current book- HR Analytics presents various functions associated with the discipline of Human Resource Management and assembles important research to assist in preparing and applying appropriate analytics for decision making.

FEATURES
The current book, therefore, has the following key features:
- Linkages between HR Analytics, HR Audit, and HR Forecasting & Planning.
- Live usages of SPSS for critical HR Analytics tools such as Regression analysis.
- Simplified Scale Development Techniques.

Finally, the present books should facilitate readers to:
- develop clear insights into the use of Data Analytics for HR.
- acquire confidence in using tools for effective HR analytics.
- create a platform for effective use of HR analytics.
- master frameworks for inspiring managers and motivating them to employ analytics-based HR.

CONTENTS
1. HR Analytics
2. Organizational Attractiveness
3. Analytics for Recruitment and Selection
4. Analytics for Organizational Socialization
5. Analytics for Individual, Team, and Leadership Performances
6. Analytics for High-Performance Human Resource Practices
7. Analytics for Organizational Culture
8. Critical HR Variables and their Analysis
9. Annexure 1: Regression Analysis Using SPSS
10. Annexure 2: Scale Development

ABOUT THE AUTHOR
Nishant Uppal, Indian Institute of Management Lucknow

ABOUT THE BOOK
Fundamentals of Human Resources Management supports human resources training for all students of management—not just HR managers. The text presents a wide range of HR topics within a single semester of material, and a wealth of functional examples and applications. Fundamentals is also the first text of its kind to make talent management processes a core study.

This Fourth Edition has been updated with practical personnel techniques, real company examples, and new material on business sustainability—and each chapter now touches on important recurring themes in management, including employee engagement tactics, small/global business management, employment law features, and positive employee relations.

FEATURES
- Building Your Management Skills – It features throughout the book show students and managers how to apply what they’ve learned, for example, conducting an effective employment interview, creating an actual pay scale/pay plan for a company, and disciplining an employee.
- Know Your Employment Law - The new Know Your Employment Law sections in most chapters show the practical implications of the employment laws that apply to that chapter’s topics, such as the laws relating to recruitment (Chapter 5), selection (Chapter 6), training (Chapter 7), and safety (Chapter 14).
- HR in Practice Company Illustrations - Students and instructors will find many more actual company examples in this edition.

CONTENTS
Part 1: Introduction
1. Managing Human Resources Today
2. Managing Equal Opportunity and Diversity
FEATURES

- Updated chapters with dozens of new topics, practical examples, and research insights.
- Seven new end-of-chapter cases on Starbucks, Tesla, Techtonic, Uber, HubSpot, Vice Media, and a meatpacking firm have been added to the text. They replace older cases in the respective chapters. All other application cases have also been updated, as necessary.
- This book's Strategic HR features give students a bird's-eye view of how all the topics in each chapter fit together, and a tool instructor can use to illustrate these interrelationships.
- In addition, a Fully Integrated Strategy Case and Strategy Maps help to provide the most comprehensive treatment of strategic human resource management in an HR survey text.
- A Glossary containing a brief definition of every boldfaced term is included as a reference tool at the end of the book. Each definition is followed by one or more page references indicating where in the book the meaning of the term is described.

CONTENTS

Part I: Introduction
1. Introduction to Human Resource Management
2. Employment Laws in India and the U.S.
3. Human Resource Management Strategy and Analysis

Part II: Recruitment, Placement, and Talent Management
4. Job Analysis and the Talent Management Process
5. Personnel Planning and Recruiting
6. Employee Testing and Selection
7. Interviewing Candidates

Part III: Training and Development
8. Training and Developing Employees
9. Performance Management and Appraisal
10. Managing Careers and Retention

Part IV: Compensation
11. Establishing Strategic Pay Plans
12. Pay for Performance and Financial Incentives
13. Benefits and Services

Part V: Enrichment Topics in Human Resource Management
14. Building Positive Employee Relations
15. Labor Relations and Collective Bargaining
17. Managing Global Human Resources
18. Managing Human Resources in Small and Entrepreneurial Firms

Appendices
19. Appendix A: HRCI's PHR® and SPHR® Certification Body of Knowledge
20. Appendix B: About the Society for Human Resource Management (SHRM) Body of Competency & Knowledge® Model and Certification Exams
21. Appendix C: Comprehensive Cases

ABOUT THE AUTHORS

Gary Dessler is a Professor of Business at Florida International University's College of Business Administration in Miami, Florida.

Biju Varkkey is a professor at Indian Institute of Management, Ahmedabad.

TESTIMONIALS

This is an excellent and comprehensive volume discussing the contemporary issues and recent developments in the field of HRM. I recommend this edition to students, and all HR and line managers. The new generation of CEOs and entrepreneurs will find this to be a valuable tool to manage HR issues.

— Prof. T.V. Rao, Chairman, TVRLS and Former LandT Professor of HRD, XLRI, Jamshedpur

The book has been organized in a way to hasten the reader's discovery process about the world of people management in a step-by-step manner, covering all angles of a topic with apt examples from practice and relevant cases from across the globe.

— Prof. Manej Varghese, Dean, Xavier Institute of Management, Kochi

The 14th edition of Human Resource Management has been refreshed to include new topics such as performance features indicating specific steps in different aspects of HRM, use of social media in making HR an effective management intervention, and integrated strategy approaches. These additions will add value to the understanding of HRM in the Asian context for students, teachers, and HR managers alike.

— Jacob Mankidy, Executive Director, Mankidy Associates-Center for HR Solutions

This book has covered all chapters in an exhaustive manner, thoroughly supported by pedagogical aids like individual and group activities, exercises, summaries, and case studies. Real-time examples and cases have been incorporated to reinforce the topics discussed.

— Dr. Govind Swaroop Pathak, Professor (Organizational Behaviour and Human Resources), Department of Management Studies, Indian School of Mines, Dhanbad

The latest concepts in HRM have been included in this book along with experiential issues to broaden learning, while discussing the examples and practices to make the concepts more relevant. It is a complete textbook for students and a great aid for the faculty.

— Dr. Rupashree Baral, Assistant Professor, (HR and OB) Department of Management Studies, IIT Madras

The book is an excellent resource for students and managers to gain a thorough understanding of the HRM tools and techniques to improve productivity, performance, and profitability in organizations. In the era of modern business, inclusion of cutting-edge topics related to technology, diversity, and talent management will aid in the management of a globally competitive organization and its human capital assets.

— Prof. Nagarajan Ramamoorthy, Professor of Management, University of Houston-Victoria, Texas, USA
ABOUT THE BOOK
Human Resource Management, 3/e, presents multifaceted, up-to-date, and all-inclusive information which will be useful for students and professionals pursuing human resource management (HRM). The book discusses the subject in lucid language using real-life examples from Indian organizations which helps the reader become conversant with the latest trends as well as the basics of the theory of HRM. It also includes numerous innovative features like skill-development exercises, real-life examples, chapter-end cases, and online resources.

FEATURES
- Rich pedagogical features include chapter objectives, chapter-opening vignettes, real-world examples, summary, review questions, skill-development exercises, and chapter-ending cases.
- Skill-development exercises appear at the end of each chapter and allow readers to participate in a real-life situation and apply learning from the chapter.
- Latest topics like HR metrics, HR auditing, HR accounting, green HRM, employer branding, employee engagement, knowledge management, life-cycle management, and global HRM have been discussed.
- Online resource with extra chapters, multiple-choice and short-answer questions, and an online study guide have been provided.

CONTENTS
1. Introduction to Human Resource Management
3. The Evolution and Environment of Human Resource Management

Part II: HR Procurement
4. Job Analysis and Design
5. Human Resource Planning
6. Recruitment
7. Selection

Part III: Human Resource Development
8. Orientation, Socialization and Placement
9. Career Planning and Guidance
10. Employee Training
11. Management Development
12. Organizational Development

Part IV: HR Evaluation and Compensation
13. Performance Evaluation and Job Evaluation
14. Compensation Administration
15. Incentives and Benefits

Part V: HR Maintenance and Motivation
16. Employee Well-Being
17. Employee Welfare and Social Security
18. Workers’ Participation and Empowerment
19. Job Rotations

Part VI: HR Integration
20. Industrial Relations
21. Discipline and Disciplinary Action
22. Employee Grievances
23. Industrial Disputes and Collective Bargaining

Part VII: HR Control
24. Human Resources Audit
25. Human Resources Accounting

Part VIII: HR Special Topics
27. HR Analytics

ABOUT THE AUTHOR
Pravin Durai is the dean of School of Management Studies at St Joseph’s College (Autonomous), Tiruchirappalli, and has more than twenty five years of experience in teaching and research. He is also a visiting faculty at the Southern India Regional Council of the Institute of Chartered Accountants of India (ICAI), Tiruchirappalli. He is a member of academic councils and board of studies of various universities and autonomous colleges.

INTERNATIONAL HUMAN RESOURCE MANAGEMENT
Tony Edwards
Chris Rees

ABOUT THE BOOK
This exciting new text tackles the issues raised by cross-national differences in HRM styles. Specifically, it identifies a number of themes: the meaning of globalization and the extent to which it is a novel phenomenon; the challenges to national traditions; the way in which many key issues within international HRM are contested; and the extent to which change in national systems is evident.
FEATURES
- Provides a clear, cohesive theme throughout to help students see the ‘big picture’
- Broad depth of coverage of multinational companies reflects the current major themes in this topic
- Case studies throughout help students to see how

CONTENTS
1. Globalization and international management
2. National systems and management action
3. The internationalization of the firm
4. International Strategy and Structure in MNCs
5. The Transfer of HR practices in MNCs
6. Cross border mergers and acquisitions
7. IHRM and developing countries
8. International Recruitment and selection
9. International Reward systems
10. Knowledge management and IHRM
11. International employee representation
12. International Corporate Social Responsibility and employee relations
13. Conclusion—the future of IHRM

ABOUT THE AUTHORS
Tony Edwards is a Senior Lecturer in International Human Resource Management at King’s College London.
Chris Rees is a Reader in Organisation Studies in the School of Human Resource Management at Kingston University.

ABOUT THE BOOK
Managing Human Resources, 8/e, gives all future managers a business understanding of human resource management skills. The “nonfunctional” HR approach used in this text makes human resources relevant to anyone who has to deal with HR issues in the workplace, including those who do not hold the title of manager. The current edition is updated to include new introductory vignettes, new case studies, and a focus on emerging trends in HR.
ABOUT THE BOOK

Strategic Compensation: A Human Resource Management Approach demonstrates the art and science of compensation practice and its role in a company’s competitive advantage. Through focused activities and supporting course material, students build a solid foundation to become proficient compensation professionals. The 10th Edition focuses on the context of compensation practice, the criteria used to compensate employees, compensation system design issues, employee benefits, the challenges of compensating key strategic employee groups, and pay and benefits around the world. With this text, students gain the knowledge and skills they need to assume the role of successful compensation professionals in the field.

FEATURES

- Company examples from Apple Computer, Boeing, Uber, and Wyeth Pharmaceuticals appear throughout the book, bringing discussions of compensation practices to life.
- 39 concepts and practices maintain the book’s position on leading-edge knowledge and practice. Examples include definitive proxy statements, point factor leveling, and the CEO pay-ratio rule.

CONTENTS

Part I: Setting the Stage for Strategic Compensation
2. Contextual Influences on Compensation Practice

Part II: Bases for Pay
3. Traditional Bases for Pay: Seniority and Merit
4. Incentive Pay
5. Person-Focused Pay

Part III: Designing Compensation Systems
6. Building Internally Consistent Compensation Systems
7. Building Market-Competitive Compensation Systems
8. Building Pay Structures that Recognize Employee Contributions

Part IV: Employee Benefits
9. Discretionary Benefits
10. Legally Required Benefits

Part V: Contemporary Strategic Compensation Challenges
11. Compensating Executives
12. Compensating the Flexible Workforce: Contingent Employees and Flexible Work Schedules

Part VI: Compensation Issues Around the World
13. Compensating Expatriates
14. Pay and Benefits outside the United States
15. Epilogue: Challenges Facing Compensation Professionals

ABOUT THE AUTHOR

Joseph J. Martocchio, University of Illinois at Urbana-Champaign
6. Implementation of Strategy: Hiring to Firing
7. High Performance Work Systems
8. HR Metrics
9. HR Outsourcing
10. Strategic Alliance: Role of HR
11. HR Branding

ABOUT THE AUTHORS
Ekta Sharma is a UGC fellow in 2003 and an academician hence, Ekta Sharma has been engaged in post-graduate teaching and research activities. She earned her doctorate from the University of Rajasthan in 2005. She has work experience of over 15 years and is currently Assistant Professor at Amrut Mody School of Management, Ahmedabad University.

ABOUT THE BOOK
The introduction of the new economic policy in 1991 had a significant bearing on industrial relations. Coupled with liberalization, these policies changed the way industries functioned in India. It forced the government, employers and trade unions to align themselves to new realities. There is an ongoing transition in industrial relations on the global scale as well. The focus is gradually shifting from traditional industrial relations, characterized by conflict resolution, to employee relations management, characterized by collaborative partnerships between the employers and the employees. Employee Relations Management focuses on this ongoing transition from industrial relations to employee relations. It introduces readers to the fundamental concepts and relevant pieces of legislation against the backdrop of globalization and the new economic policy.

FEATURES
- The book focuses on the ongoing paradigm shift from traditional industrial relations, characterized by conflict resolution, to employee relations management, defined by a collaborative partnership between employers and employees.
- It includes four unique chapters on the shift from industrial relations to employee relations, the implementation of employee relations management, negotiation skills and soft skills.
- The book incorporates many pedagogical elements such as opening vignettes, margin definitions, margin snippets, key terms and chapter summaries.
- Each chapter includes ‘For Class Discussion’ boxes that pose thought-provoking questions, illustrate the application of concepts and laws to difficult workplace situations.
- There are review questions topics for debate and questions for critical thinking at the end of each chapter.

CONTENTS
Part I: Context
1. Industrial Relations: Evolution and Growth
2. Industrial Relations in India
3. Industrial Relations in Major Industrialized Economies: A Comparative Study
4. The Changing Characteristics of Industry and Workforce in India
5. Trade Unionism and Trade Unions
6. Trade Unions in India
Part II: Paradigm Shift
7. From Industrial Relations to Employee Relations
8. Employee Relations Management at Work
Part III: Legislations and Administration
10. Social Security Legislations
11. Wage Legislation
12. Industrial Relations: Institutional Framework for the Prevention and
13. Settlement of Industrial Disputes
14. Industrial Conflict: Settlement Machinery
15. Industrial Disputes: Institutional Framework and Preventive Measures
16. Wage Determination, Wage Administration and Employee Relations
Part IV: Skills
17. Negotiation Essentials for Employee Relations
18. Soft Skills for Employee Relations

ABOUT THE AUTHORS
P. N. Singh has worked with SAIL for over 25 years. Currently, he is teaching at the Army Institute of Management, Noida.
Neeraj Kumar is currently an associate professor in the area of organizational behaviour and human resources at FORE School of Management.
disciplines such as labour and social welfare, personnel management and industrial relations, MBA with specialization in PMIR or HRM, social work, economics, commerce, sociology, and law. It also covers substantial portions of the syllabi of the subjects of various competitive examinations. This book might also interest industrial organizations and functionaries in governmental and other services.

FEATURES
- Incorporation of up-to-date data and information from authentic sources
- Inclusion of detailed sections, in appropriate chapters, on: theories of labour movement, composition of Indian labour force, measures for strengthening trade union movement in India, approaches to industrial relations and selected industrial relation models, theories of collective bargaining, etc.
- Addition of updated charts, graphs and diagrams for facilitating quick grasp of the issues
- Insertion of images of important leaders, situations and artefacts for visual association of information studied

CONTENTS
1. Trade Unionism
2. Structure And Government Of Trade Unions
3. The Trade Union Movement In Great Britain
4. Trade Union Movement In India Upto 1949
5. Trade Union Movement In India: 1950 Onwards
6. Size And Finance Of Indian Trade Unions
7. Structure And Government Of Indian Trade Unions
8. Indian Trade Unions, Political Parties And Problems Of Leadership
9. Trade Union Rivalry And Recognition
10. Industrial Relations—Main Aspects, Models And Developments
11. Industrial Disputes And Strikes
12. Methods Of Settling Industrial Disputes
13. Collective Bargaining And Grievance Procedure
14. Labour-Management Cooperation/Workers’ Participation In Management
15. Principles Of Labour Legislation
16. Factory Legislation
17. Payment Of Wages Legislation
18. Minimum Wage Legislation
19. Equal Remuneration Legislation
20. Trade Union Legislation
21. Legislation Concerning Settlement Of Industrial Disputes
22. Industrial Employment (Standing Orders) Legislation And Problem Of Discipline In Industry
23. Evolution And Growth Of Social Security Legislation In India
24. Workmen’s Compensation Legislation
25. Maternity Benefit Legislation
26. Employees’ State Insurance Act, 1948
27. Provident Fund Legislation
28. Payment Of Gratuity Act, 1972
29. Child Labour (Prohibition And Regulation) Act, 1986
30. Shops And Establishments Acts
31. Labour Administration
32. International Labour Organization
33. Labour Policy In Five-Year Plans and Niti Aayog

ABOUT THE AUTHOR
P.R.N. Sinha is former University Professor and Head, Department of Labour and Social Welfare and Dean, Faculty of Social Sciences, Patna University.

Leadership

LEADERSHIP IN ORGANIZATION, 9/e
Gary Yukl
William L. Gardner III
Nishant Uppal

ISBN: 9789389552454
Pages: 560

ABOUT THE BOOK
Leadership In Organizations 9/e, aspires to deepen the understanding of leadership in global business, both in theory and practice, by drawing perspectives from the latest advancements in international business. The chapters and cases included in this edition focus upon the theoretical, empirical, and policy and practitioner aspects of a wide range of topics including subordinate management, motivation, and job satisfaction among others. The geographical spread of topics and cases presented in the present edition provide a truly global flavor.

The book is not only appropriate for use as the primary text in an undergraduate or graduate course in leadership but it also useful for practicing managers and consultants who are looking for answers to difficult questions about leadership.

FEATURES
- Primary focus is on managerial leadership
- Presents a broad survey of theory and research on leadership in formal organizations
- Contains topics that are determinants of efficient and effective leadership
- Case studies pertaining to Indian as well as global contexts—Tata Sons and Infosys talk of value-based and ethical leadership in the Indian context, while A Day in the Life of a Global Leader reflects the cross-cultural diversity in leadership in the global scenario

CONTENTS
1. The Nature of Leadership
2. Leadership Behavior
3. The Leadership Situation and Adaptive Leadership
4. Decision Making and Empowerment by Leaders
5. Leading Change and Innovation
ABOUT THE BOOK
The aim of this leading textbook is to provide a thorough understanding of the theories, approaches and practice of organisational change. It critically examines the approaches to change that are on offer, indicates their usefulness and drawbacks and sets them within the broad context of organisational life through the use of real-life examples. Managing Change is an invaluable resource for undergraduate and postgraduate students studying organisational change, organisational behaviour, management and strategy. It is also a comprehensive reference source for academics and managers.

FEATURES
- 21 new case studies.
- A new section on the implications of sustainability for organisations.
- A major re-write of the section on strategy.
- A list of useful websites has been added at the end of each chapter to provide additional information on issues covered in the chapter.

CONTENTS
Part I: Introduction to Change Management: Fundamental Questions for Organisations
  1. Introduction to change management

Part II: The Rise and Fall of the Rational Organisation
  2. From trial and error to the science of management
  3. Developments in organisation theory
  4. The Culture-Excellence paradigm
  5. Alternative paradigms
  6. Critical perspectives on organisation theory

Part III: Understanding Change
  8. Approaches to strategy
  9. Planned change and Organization Development (OD)
  10. Developments in change management
  11. A framework for change

Part IV: Managing Choice
  12. Organisational change and managerial choice
  13. Organisational change and managerial choice
  14. Management, leadership and change

ABOUT THE AUTHORS
Bernard Burnes, Stirling Management School, University of Stirling

A brand new text in cross-cultural management which presents the key themes and issues in managing people and organisations across national and cultural boundaries. The book offers a selective but broad view of current thinking on culture linked to management, organisation and communication. It also encourages the reader to apply theories and ideas to practice – and to relate them to their own experience – through various examples and mini-cases from the business world, and a range of practical activities. The book has been written for undergraduate and postgraduate students studying cross-cultural and international management as part of specialist international business programmes, or generic business-related qualifications.

FEATURES
- A clear 3-part structure focusing on culture and management, organisation and communication
- Cross-Cultural Concepts contain key ideas from leading theorists, thinkers and practitioners
- Activities, including case studies, discussion and dilemmas, enable the reader to reflect internally and interact externally to apply theory to practice

ABOUT THE AUTHORS
Marie-Joelle Browaeys, Roger Price

Available as E-Book
■ More extensive Final Activities at the end of each part provide a broader and more integrative perspective on the material in question.
■ Key contemporary issues are covered, such as cross-cultural conflict and the negotiation skills required to be a successful cross-cultural communicator.

CONTENTS

Part I: Culture and Management
1. Determinants of Culture
2. Dimensions of Culture in Business
3. Western Business Cultures
4. Business Cultures in the East
5. Cultural Dimensions and Dilemmas
6. Cultures and Styles of Management

Part II: Culture and Organisations
7. Culture and Corporate Structures
8. Culture and Leadership
9. Culture and Strategy
10. Cultural Changes in Organisations
11. Culture and Marketing
12. Cultural Diversity in Organisations

Part III: Culture and Communication
13. Business Communication across Cultures
14. Barriers to Intercultural Communication
15. Negotiating Internationally
16. Working with International Teams
17. Conflicts and Cultural Differences
18. Developing Intercultural Relationships

ABOUT THE AUTHORS

Marie-Joëlle Browaeys is Assistant Professor of Cross-Cultural Management at the Center for Marketing and Supply Chain Management.
Roger Price is Associate Professor at the Center for Leadership and Personal Development.
Both authors work at Nyenrode University (Nyenrode Business Universiteit), The Netherlands.

PRINCIPLES OF MANAGEMENT: TEXT AND CASES

Dipak Kumar Bhattacharyya

ISBN: 978131754214
Pages: 488

E-Book Available
POD

ABOUT THE BOOK

Principles of Management: Text and Cases introduces students to the fundamentals of management through a balanced blend of theory and practice. The opening vignettes and cases depict real-world situations and problems that managers face while highlighting the management practices of successful Indian and foreign companies. Samples of a leave policy, a strategy and action plan for human resource management, an application blank, and a code of ethics are appended to a few chapters to further illustrate the way organizations function. In addition to the concepts, the book also delves into the various academic perspectives that have evolved over time to provide the readers an integrated view of different approaches to management.

FEATURES

■ Two unique topics: Explores the role of negotiations in business communication and the need for capability development within organizations to ensure sustained growth.
■ Learning tools: Uses several tools such as learning objectives, opening vignettes, figures, tables, key terms, chapter summaries, review questions, and critical thinking questions to help students grasp concepts.
■ India-centric case studies: Features closing cases depicting real-life situations and successful managerial practices in organizations to foster a hands-on learning approach.
■ The teaching and learning package: Includes PowerPoint lecture slides and an instructor’s manual for instructors, and an online question bank along with bonus material on managerial skill-development techniques and methodologies of management research for students (available at www.dipakkumarbhattacharyya).

CONTENTS

1. Introduction to Management
2. Organizational Planning
3. Organizing
4. Staffing in Organizations
5. Directing Through Motivation
6. Directing Through Leadership
7. Introduction to Control
8. Coordination in Organizations
9. Organizational Forms
10. Business Environment and Social Responsibility
11. Ethics and Values in Organizations
12. Communication and Negotiation in Organizations
13. Organizational Systems, Structure, and Design
14. Technology Management in Organizations
15. Globalization and Business Organizations
16. Organizational Culture
17. Managing Conflict and Stress in Organizations
18. Individual Behaviour and its Characteristics
19. Managing People in Groups
20. Capability Development, Innovation, and Creativity

ABOUT THE AUTHOR

Dipak Kumar Bhattacharyya is currently a professor of organizational behaviour and human resource management at the Xavier School of Management, Bhubaneswar.
ABOUT THE BOOK
The Second edition of Principles of Management uses contemporary, real-world examples and the latest pedagogical tools to showcase how management concepts and practices can be utilized to achieve personal and business excellence. This edition is organized around the four main traditional functions of management—planning, organizing, controlling and leading—this book includes current thinking and practice on the most important issues facing management, managers and employees with a special focus on examples from India.

FEATURES
■ Chapter objectives: The learning objectives outline the main learning goals of each chapter.
■ Chapter-opening vignettes: Examples from the lives of inspirational Indian managers are used to illustrate complex management concepts.
■ Real-world examples: Boxes highlight the unique management practices of Indian companies and provide students with real-world applications and perspectives.
■ Summary: The summary at the end of each chapter recapitulates the key topics discussed in the chapter.
■ Review questions: Review questions at the end of each chapter help students gauge their understanding of the concepts in the chapter.
■ Case study: A detailed case study along with discussion questions at the end of each chapter replicates real-life situations faced by managers and enables readers to correlate theoretical topics to actual practice.

CONTENTS
Part I: Management—A Conceptual Framework
1. Introduction to Management
2. The Evolution and the Environment of Management
3. Social Responsibilities of Managers
Part II: Planning, Decision Making and Forecasting
4. Planning
5. Decision Making
6. Forecasting
Part III: Organizing
7. Organizational Structure
8. Authority, Responsibility and Accountability
Part IV: Staffing
Part V: Directing
11. Directing
12. Managerial Communication
13. Leadership
14. Motivation and Morale
15. Teams and Teamwork
Part VI: Controlling and Coordination
16. Controlling
17. Coordination
Part VII: Emerging Topics
18. Change Management
19. International Management

ABOUT THE AUTHOR
Pravin Durai is the dean of School of Management Studies at St Joseph’s College (Autonomous), Tiruchirappalli, and has more than twenty five years of experience in teaching and research. He is also a visiting faculty at the Southern India Regional Council of the Institute of Chartered Accountants of India (ICAI), Tiruchirappalli. He is a member of academic councils and board of studies of various universities and autonomous colleges.
Focuses on current topics such as environmental values and ethics, eco-efficiency, greening corporate culture, environmental markets, socially responsible investing and environmental accounting.

Includes a large collection of examples, which enable the reader to view and appreciate the subject in its entirety.

Discusses how some organizations are building and renewing their environmental management competencies while addressing stakeholder expectations.

CONTENTS
Preface
1. Environment and Development
2. Cultural and Ideological Construction of Nature/Environment
3. Environment and Its Components
4. Environment Degradation and Pollution
5. Dimensions of Environmental Management
7. Waste Management
8. Water Resources Management
9. Development Management
10. Environmental Awareness
11. Legal Framework of Environmental Management
12. Environmental Management Institutions
13. Global Warming and Climate Change
14. Environmental Risk Management
15. Environmental Strategy
16. Barriers to Sustainable Business
17. Sustainable and Equitable Urbanism
18. Environmental Leadership and Governance
19. Environmental Green Careers

ABOUT THE AUTHORS
Dr. Jacob Thomas, IPS - Director General of Police and Chairman and Managing Director, KPHCC; he has been the CEO of several public and civil society organizations.

MOTIVATION AND PERSONALITY, 3/e
Abraham H. Maslow
James Fadiman
Robert Fager

ISBN: 9788131711491
Pages: 489

ABOUT THE BOOK
Thirty-two years after its initial publication, Motivation and Personality, 3/e, still offers unique, penetrating and relevant theories that influence today’s cultural trends. In the third edition, Frager and Fadiman have streamlined this classic text to provide greater clarity and focus, while retaining Maslow’s essential style.

FEATURES
- A comprehensive introduction that supplies the reader with the biographical details and historical significance of Maslow and his work.
- A new conclusion that examines the effects in psycho-therapy, education, medicine and management created by Maslow’s theories of self-realization, values, choice and responsibility.
- A combination of Maslow’s early thinking on being behavior into one chapter for added cohesion and easy accessibility.
- A new chapter on self-actualization that presents material previously published in Toward A Psychology of Being.
- An updated bibliography and citation study. The presentation of Maslow’s original text in this revised and highly readable form highlights for the reader the contemporary relevance of Maslow’s pioneering theories.

CONTENTS
Part I: Motivation Theory
1. Preface to Motivation Theory
2. A Theory of Human Motivation
3. Gratification of Basic Needs
4. Instinct Theory Reexamined
5. The Hierarchy of Needs
6. Unmotivated Behavior

Part II: Psychopathology and Normality
7. Origins of Pathology
8. Is Destructiveness Instinctive?
9. Psychotherapy as Good Human Relationships
10. Approaches to Normality and Health

Part III: Self-Actualization
11. Self-actualizing People: A Study of Psychological Health
12. Love in Self-actualizing People
13. Creativity in Self-actualizing People

Part IV: Methodologies for a Human Science
14. Questions for a New Psychology
15. A Psychological Approach to Science
16. Means Centering Versus Problem Centering
17. Stereotyping Versus True Cognition
18. A Holistic Approach to Psychology

ABOUT THE AUTHORS
Abraham H. Maslow, was one of the world’s foremost psychologists. Robert Fager, Ph.D., is a psychologist, Sufi teacher, and author of two other books on Sufism, Love Is the Wine, and Heart, Self, and Soul: The Sufi Psychology of Growth, Balance, and Harmony. James Fadiman, is an international conference presenter, workshop leader, management consultant, and author of several books and textbooks, he lives in Menlo Park, California.
ABOUT THE BOOK
This streamlined volume covers the principle concepts of management to provide readers with a solid foundation for understanding key issues in the subject. Organized around the four traditional functions of management—planning, organizing, leading, and controlling—it reflects current trends in management and organizations, and presents the latest research studies in the field.

FEATURES
- Offers students a wider coverage of practical tools to practice their management skills than any other textbook
- Essential concepts of management are explained to the students in interesting ways. For instance, the text is peppered with tidbits of information like
- Includes management concepts applicable to those interested in working for small businesses, entrepreneurial ventures, or not-for-profit organizations
- Gives insights on how to adjust one’s practices to suit differing cultures around the world

CONTENTS
Part I: Introduction
1. Managers and Management
2. The Management Environment

Part II: Planning
3. Foundations of Planning
4. Foundations of Decision Making

Part III: Organizing
5. Basic Organization Designs
7. Managing Change, Stress, and Innovation

Part IV: Leading
8. Foundations of Individual and Group Behavior
9. Understanding Work Teams
10. Motivating and Rewarding Employees
11. Leadership and Trust
12. Communication and Interpersonal Skills

Part V: Controlling
13. Foundations of Control
14. Operations Management
4. One section in each chapter has a completely new contemporary and visually appealing look. The design of this selected material will reinforce key topics and ideas and make it easy for students to read and to know what’s important from that particular chapter section.

FEATURES

- Three new Case Applications have been added and moved to the end of the chapter. These Case Applications are a great way to tell a story about managers, management, and organizations and to involve students in assessing a situation and answering questions about “how” and “why” and “what would you do.” These Case Applications cover the gamut from Google and Yahoo! to Zara and Starbucks.
- New self-contained sections on developing management have moved the skills material to the relevant chapters. The skill-building exercises included at the end of each chapter help you apply and use management concepts. We chose these 18 skills (some chapters have more than one) because of their relevance to developing management competence and their linkage to one or more of the topic areas in this book.
- Integrating Chapter Skills. Throughout the text, the authors included a feature at the end of each chapter that encourages students to apply the concepts they’ve just learned. This feature helps students see how the concepts work together, while providing them with a review of the material.
- Enhancing Your Skill in Ethical Decision-Making. At the end of each section students are put in the role of a manager making decisions about current ethical issues. This exercise comes to life as students log into their MyManagementLab and practice this skill in an interactive environment.

CONTENTS

1. Managers and Management
2. The Management Environment
3. Integrative Managerial Issues
4. Foundations of Decision Making
5. Foundations of Planning
6. Organizational Structure and Design
7. Managing Human Resources
8. Managing Change and Innovation
9. Foundations of Individual Behavior
10. Understanding Groups and Managing Work Teams
11. Motivating and Rewarding Employees
12. Leadership and Trust
13. Managing Communication and Information
14. Foundations of Control
15. Operations Management

ABOUT THE AUTHORS

Stephen P. Robbins, Professor Emeritus, San Diego State University
Mary Coulter, Associate Professor, Management, Missouri State University
David De Cenzo, Director of Partnership Development and Professor of Management at Towson University in Baltimore, Maryland

ABOUT THE BOOK

Management, 6e focuses upon the most widely accepted management practices with an emphasis on strong research orientation and solid theoretical underpinnings. The book describes how men and women go about managing the people and activities of their organizations so that the goals of these organizations as well as their own personal goals can be achieved. The general theme of the book is “dynamic engagement”—a broad term that captures the essence of change that confronts future managers, and current thoughts on what they will need to succeed.

FEATURES

- Covers text and case studies based on classic issues arising in the last 25 years. These topics emphasize on practical applications and examples drawn from real-world organizations. For example, Delhi Metro Rail Corporation (DMRC), Essar Group, Nokia, Walmart, Infosys, etc, to name a few.
- Contains several chapters that have been rewritten keeping in mind the latest changes in the Indian corporate scenario.
- The material presented revolves around the following themes: ethics, globalization, entrepreneurship and small businesses, cultural diversity, and quality.
- Contains various cases studies pertaining to the Indian context.

CONTENTS

Part One: Introduction To Management
1. Managing and Managers
2. The Evolution of Management Theory

Part Two: Management In The Twenty-First Century
3. Organizational and Natural Environments
4. Social Responsibility and Ethics
5. Globalization and Management
6. Inventing and Reinventing Organizations
7. Culture and Multiculturalism
8. Quality

Part Three: Planning
9. Decision Making
10. Planning and Strategic Management
11. Strategy Implementation

Part Four: Organizing
12. Organizational Design and Organizational Structure
13. Power and the Distribution Of Authority
15. Managing Organizational Change and Innovation

Part Five: Leading
16. Motivation
17. Leadership
18. Teams and Teamwork
19. Communication and Negotiation

Part Six: Controlling
20. Effective Control
21. Operations Management
22. Information Systems

ABOUT THE AUTHORS
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Daniel R. Gilbert, Bucknell University
Ranjeet Nambudiri, IIM Indore
Amitabh Deo Kodwani, IIM Indore

ABOUT THE BOOK
Written in clear and easy-to-understand manner, this book adopts a fresh and novel approach to the study of Business Organisation and Management keeping in view the specific requirements of the students appearing in the B.Com examination of the Indian universities, and other professional examinations.

FEATURES
- The subject is presented in a self-explanatory manner so that even self-taught students may not feel any difficulty in understanding it.
- The matter is so presented that it serves as a tutor at home.
- Almost all the possible patterns of questions based on the standards of B.Com. examinations of major universities are included in this book.
- Questions have been set at different levels of difficulty.
- Questions have been put in a logical sequence.
- It includes revision questions for practice.

CONTENTS
1. Nature and Purpose of Business
2. Structure of Business

INTRODUCTION TO MANAGEMENT SCIENCE 12/e
Bernard W. Taylor

ABOUT THE BOOK
A logical, step-by-step approach to complex problem-solving. Using simple, straightforward examples to present complex mathematical concepts, Introduction to Management Science gives students a strong foundation in how to logically approach decision-making problems. Sample problems are used liberally throughout the text to facilitate the learning process and demonstrate different quantitative techniques. Management Science presents modeling techniques that are used extensively in the business world and provides a useful framework for problem-solving that students can apply in the workplace.
FEATURES

■ REVISED! Text Organization - The 12th edition features well-organized text that flows smoothly and follows a logical progression of topics, placing the different management science modeling techniques in their proper perspective. The first 10 chapters are related to mathematical programming that can be solved using Excel spreadsheets, including linear, integer, nonlinear, and goal programming, as well as network techniques.

■ NEW! Sections on Business Analytics (Chapter 1), Project Risk (Chapter B), and Data Mining (Chapter 15) have been added to this edition.

■ NEW! Problems and Cases - A substantial number of homework questions, problems, and cases are offered for students to practice. The 12th edition includes more than 840 homework problems, 45 of which are new, and 69 end-of-chapter cases, 5 of which are new.

■ REVISED! Management Science Application Boxes - These boxes are located in every chapter in the text and describe how a company, an organization, or an agency uses the particular management science technique being presented and demonstrated in the chapter to compete in a global environment. Over 35% of the “Management Science Application” boxes are new for the 12th edition.

CONTENTS

1. Management Science
2. Linear Programming: Model Formulation and Graphical Solution
3. Linear Programming: Computer Solution and Sensitivity Analysis
4. Linear Programming: Modeling Examples
5. Integer Programming
6. Transportation, Transshipment, and Assignment Problems
7. Network Flow Models
8. Project Management
9. Multicriteria Decision Making
10. Nonlinear Programming
11. Probability and Statistics
12. Decision Analysis
13. Queuing Analysis
14. Simulation
15. Forecasting
16. Inventory Management

Appendix A: Normal and Chi-Square Tables
Appendix B: Setting Up and Editing a Spreadsheet Site Modules
Appendix C: The Poisson and Exponential Distributions
Solutions to Selected Odd-Numbered Problems

ABOUT THE AUTHOR

Bernard W. Taylor, III, is the R. B. Pamplin Professor of Management Science and Head of the Department of Business Information Technology at Virginia Tech.

CUSTOMER RELATIONSHIP MANAGEMENT, 1/e

Ed. Peelen

ISBN: 9789354498565
Pages: 452

E-Book Available

ABOUT THE BOOK

Customer Relationship Management gives a well-balanced coverage of strategy and organisation, marketing aspects, analytical CRM, operational CRM, CRM systems and their implementation. It is the only comprehensive academic text to cover the entire scope of CRM from a marketing management angle.

Geared to MBA students and advanced undergraduate students, as well as those taking courses on CRM, direct marketing, relationship marketing, database management or business intelligence, the book is also appropriate for graduate students in information management attending courses on CRM and participants in specific CRM/database management.

FEATURES

■ Case studies and questions at the end of each chapter to test understanding
■ Coverage of the strategic, organisational, commercial and technological aspects of CRM
■ Discussion of buyer-seller relations from a social psychology perspective
■ A section on direct marketing, which includes production elements of direct mail, with a checklist of what to look out for

CONTENTS

Part 1: Introduction
1. Customer-Supplier Relationships
2. Customer Relationship Management

Part 2: Strategy and Organisation
3. CRM as an integral business strategy
4. The relationship oriented organisation

Part 3: Intelligence
5. Customer knowledge strategy
6. Customer data management
7. Data analyses and datamining
8. Segmentation and selections
9. Retention and cross-sell analyses
10. Management reporting: measuring, learning and optimising

Part 4: Marketing
11. The customer proposition
12. The relationship policy
Part 5: Channels
13. Multi-channel management
14. Personal selling
15. Online environment
16. Contact Centre Management

Part 6: CRM Systems and their implementation
17. CRM systems
18. Implementation of CRM systems
19. The future

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Rob Beltman

Team Management

THE BUSINESS OF EVENTS MANAGEMENT, 1/e
John Beech
Sebastian Kaiser

ISBN: 9789353940348
Pages: 416

ABOUT THE BOOK
The Business of Events Management provides an accessible and lively introduction to the practice of managing an event, festival, conference or congress. Written by a team of international experts, the book incorporates the latest thinking in events management and highlights key theories, concepts and models by using a range of case studies and examples.

FEATURES
- This book will enable you to:
  - Manage the financial aspects of events management
  - Understand the impact of events on built and natural environments
  - Explain the role of volunteers in an event and understand the challenges that managing them involves
  - Understand the key issues in planning and designing a venue
- Each chapter features a real-life case study to illustrate key concepts and place theory in a practical context, as well as preparing students to tackle any challenges they may face in managing events. Case studies include the Edinburgh International Festival, the 2010 Winter Olympics and Indian Premier League Cricket.

CONTENTS
Section A: The Context of Events Management
1. Introduction to Events Management

Section B: The Role of Business Functions in Events Management
2. Human Resource Management and The Role of Volunteers
3. Marketing and Destination Branding
4. Finance in Events Management
5. Event Planning and Strategy
6. Sustainable Events Management
7. Events, the Law and Risk Management
8. Event Operations and Project Management
9. Events in Public Spaces
10. Events as a Sponsorship Investment

Section C: Management Issues in Events Management
11. The Event Life Cycle and Event Stakeholders
12. The Role of Sports, Cultural and Business Venues
13. Event Tourism
15. Events Management and the Hospitality Industry
16. Creating and Designing Events
17. Events in Public Spaces
18. Events as a Sponsorship Investment

Section D: The Future of Events Management
19. Trends in Events Management

ABOUT THE AUTHORS
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THE BUSINESS OF SPORT MANAGEMENT, 2/e
John Beech
Simon Chadwick

ISBN: 9789389552386
Pages: 632

ABOUT THE BOOK
Over the first decade of the 21st century the scale and importance of the commercial sport industry has increased dramatically and rapidly. This timely second edition of the ground-breaking text The Business of Sport Management has been comprehensively revised, updated and significantly expanded in scope to meet the needs of today’s sports management students, and equip future managers with the tools they need to succeed. Elegantly blending theory with practice, the text looks first at the distinctive context of sport organisations. It then examines the sport management theories and practice within functional areas such as finance, HRM, marketing and strategy.
Finally it considers important issues such as risk management, sponsorship, retailing, social media, sports betting and more. Written with a thoroughly international perspective, this book is ideal for students of sports management on programmes of sports, leisure and business studies, and will also be of great interest to practitioners working in sport businesses.

FEATURES

- All chapters are written by leading international academics and practitioners in their field, contributing a considerable breadth of expertise, coverage and enthusiasm for the subject.
- A wealth of case studies and stimulating examples drawn from a wide range of sports around the world encourage students to apply the theory to familiar real life scenarios.
- Learning outcomes, questions, exercises and suggestions for further study are included throughout the text to help students structure their progress.

CONTENTS

Section A: The Context of Sport
1. Introduction: The Commercialisation of Sport
2. Governance in Sport
3. Ethics in Sport
4. The Role of the State in Sport
5. The Economics of Competitive Balance in Sport
6. The Impacts of Sport

Section B: Business Functions applied to Sport
7. Organisational Behaviour in Sport Organisations
8. Human Resource Management in Sport
9. Branding and Marketing in Sport
10. Sports Finance
11. Managing small and not-for-profit sports organisations
12. Strategy and Environmental Analysis in Sport
14. The Internet, Online Social Networks, and the Fan Digital Experience

Section C: Sport Management Issues
15. Sports and the Law
16. Sport Event and Facility Management
17. Sport Sponsorship and Endorsement
18. Sport Broadcasting
19. Risk Management in Sport
20. The Sports Betting Industry
21. Sports Retailing and Merchandising
22. Sports Media and PR
23. The Internationalisation of Sport
24. Sports Agents and Intermediaries

ABOUT THE AUTHORS

John Beech, Coventry Business School, Coventry University
Simon Chadwick, Coventry Business School, Coventry University

ABOUT THE BOOK

Making the Team shows leaders how to design teams to function optimally, and focuses on the skills needed to become productive team members. The 6th Edition combines cutting-edge theory with the latest information and research, while its real-world applications and examples help team leaders and members succeed in the business world.

FEATURES

- The text is written for two audiences: team leaders and members. For leaders, the book directs itself toward how teams can be designed for optimal performance. For team members, the book focuses on the skills needed to be an important and productive member of the team.
- A focus on the big picture demonstrates how the team fits into the larger organization. Equipping managers for the long term, the text also highlights developments and trends that may affect how managers structure their teams in the future.
- Important topics and theories are introduced in the majority of chapters, including intergenerational team issues (Chapter 1), decision fatigue (Chapter 7), work/family conflict (Chapter 8), incremental versus entity theory of leadership (Chapter 11), moral decision making (Chapter 7), and an expanded discussion of virtual teams (Chapter 13).

CONTENTS

Part I. Building the Team
1. Types of Teams
2. Designing the Team
3. Leading Teams
4. Team Cohesion and Trust

Part II. Team Performance
5. Performance and Productivity
6. Team Communication and Collective Intelligence
7. Team Decision Making: Pitfalls and Solutions
8. Managing Team Conflict
9. Creativity and Innovation in Teams

Part III. Teams in Organizations
10. Sub-Groups & Multi-Teams
11. Team Networking & Social Capital
12. Virtual Teamwork
13. Multicultural Teams

ABOUT THE AUTHORS

Leigh Thompson is the J. Jay Gerber Distinguished Professor of Dispute Resolution and Organizations, Kellogg School of Management, Northwestern University, Evanston, IL.
Organizational Behaviour

ABOUT THE BOOK

The bestseller title Organizational Behavior 18e is now revised with the latest and updated. This updated 18th edition reflects the most recent research and business events within the field of organizational behavior, while maintaining its hallmark features—a clear writing style, cutting-edge content, and intuitive pedagogy. The text is lucid and makes current, relevant research come alive for readers. The book holds significance as a textbook for students of management and practicing professionals in organizations with engaging, cutting-edge material that aids to understand and connect with organizational behavior.

FEATURES

- Employability Skills Matrix to support the development of skills employers are looking for in today’s business graduates.
- Updated–Opening–Chapter Vignettes bring current business trends and events to the forefront.
- Career Objectives in every chapter provide advice, in a question-and-answer format to help students think through issues they may face in the workforce today.
- Updated - End-of-Chapter Experiential Activities, Ethical Dilemmas, and Cases.
- Real-world examples of organizational behavior.
- Includes latest Indian case studies and research.

CONTENTS

Part 1: Introduction
1. What Is Organizational Behavior?

Part 2: The Individual
2. Diversity in Organizations
3. Attitudes and Job Satisfaction
4. Personality and Values
5. Perception, Learning, and Individual Decision Making
6. Emotions and Moods
7. Motivation Concepts
8. Motivation: From Concepts to Applications

Part 3: The Group
10. Understanding Work Teams
11. Power and Politics

Part 4: The Organization System
12. Communication
13. Leadership
14. Foundations of Organization Structure

ABOUT THE AUTHORS

Stephen P. Robbins, is professor emeritus of management at San Diego State University and the world’s best-selling textbook author in the areas of both management and organizational behavior.

Timothy A. Judge, is currently the Matherly-McKethan eminent scholar in Management at the Warrington College of Business Administration at the University of Florida.

Neharika Vohra, is a professor at IIM Ahmedabad.

ESSENTIALS OF ORGANIZATIONAL BEHAVIOR, 15/e

ABOUT THE BOOK

The fifteenth edition of the Essentials of Organizational Behavior is ideal for those who would like to remain up to date with recent research and business developments in the ever-growing field of organizational behavior. With a distinct and experiential approach, the book equips employees and managers alike with the vocabulary, framework, and critical thinking skills required to read situations accurately, ask the right questions, deliberate optimal solutions, and take actions that are impactful and ethical regardless of the nature of the situation.

In addition to reflecting the latest trends, the latest edition manages to bridge the gaps between the theories and research outcomes, and their effective application in practice, by incorporating both Indian and global perspectives in the cases and examples furnished in the book.

FEATURES

- Over 100 new inserts added to make content more relevant and relatable for Indian readers.
- Includes an Employability Skills Matrix to highlight relevant skills that increase employability in today’s highly competitive job market.
- Sections on Organizational Behavior in ‘Times of Crisis’ due to the unprecedented effects of the COVID-19 pandemic.
pandemic on decision-making, teamwork, communication, and leadership.

- Increased focus on business ethics and organizational justice.
- 40+ instances of Artificial Intelligence (AI) and Machine Learning (ML) research and applications integrated in various chapters.

CONTENTS

Part 1 Understanding Yourself and Others
1. What Is Organizational Behavior?
2. Diversity in Organizations
3. Attitudes and Job Satisfaction
4. Emotions and Moods
5. Personality and Values

Part 2 Making and Implementing Decisions
6. Perception and Individual Decision Making
7. Motivation Concepts
8. Motivation: From Concepts to Applications

Part 3 Communicating in Groups and Teams
10. Understanding Work Teams
11. Communication

Part 4 Negotiating Power and Politics
12. Leadership
13. Power and Politics
14. Conflict and Negotiation

Part 5 Leading, Understanding, and Transforming the Organization System
15. Foundations of Organization Structure
16. Organizational Culture
17. Organizational Change and Stress Management

ABOUT THE AUTHORS
Stephen P. Robbins received his Ph.D. from the University of Arizona. He previously worked for Shell Oil Company and Reynolds Metals Company and has taught at the University of Nebraska at Omaha, Concordia University in Montreal, the University of Baltimore, Southern Illinois University at Edwardsville, and San Diego State University. He is currently professor emeritus in management at San Diego State.

Timothy A. Judge earned his Ph.D. from the University of Illinois at Urbana-Champaign. His past academic experience includes working at the University of Notre Dame, King Abdulaziz University in Saudi Arabia, University College in London, the University of Florida, the University of Iowa, Cornell University, Charles University in the Czech Republic, Comenius University in Slovakia, and the University of Illinois at Urbana-Champaign.

P. S. James Devi Ahilya University

ABOUT THE BOOK

With a focus on the development of students’ interpersonal skills, An Experiential Approach to Organization Development, 8/e, provides a comprehensive, realistic, innovative, and practical introduction to the field.

The eighth edition presents new and revised information to help keep course material fresh and relevant.

FEATURES

- Get students involved in the learning process: An experiential approach
- Offer a variety of support: Learning aids-
- Incorporate currency: Approximately 35% of the material is new or revised
- Present a logical succession: A practical organization
- Appeal to visual learners: New illustrations have been added

CONTENTS

I. Anticipating Change
1. Organizational Development and Reinventing the Organization
2. Organization Renewal—The Challenge of Change
3. Changing the Culture

II. Understanding The OD Process
4. The Diagnostic Process
5. Overcoming Resistance to Change

III. Developing Excellence In Individuals
6. Process Intervention Skills
7. OD Intervention Strategies
8. Employee Empowerment and Interpersonal Interventions

IV. Developing High Performance In Teams
9. Team Development Interventions
10. Intergroup Development Interventions
11. Work Team Development
12. High-Performing Systems and the Learning Organization

V. Building Success In Organizations
13. Goal Setting for Effective Organizations
14. Organization Transformation and Strategic Change
15. The Challenge and the Future for Organizations
ABOUT THE BOOK

With the change in business environments around the globe, our organizations have become more complex and varied. There is need to identify the correct organizational set-up for each business. Not only must managers strive to implement within the business an organizational form best suited to its functioning, care must also be taken to understand and nurture teams. This book provides a theoretical foundation for how teams can be studied—individually and as part of a system—to help form an organization that would be aligned with the vision statement of that company.

FEATURES

- Detailed and lucid explanation of the important concepts of organizational development.
- Illustrations of real-life challenges faced by organizational development professionals during the course of their day-to-day work.
- Overview of the various situations that organizations find themselves in, and an appreciation of such situations from the point of view of managers, team members, OD consultants, and other stakeholders.
- A walk-through of the various things to consider during the process of organizational change.

CONTENTS

Part I: An Introduction to Organization Development
  1. The Field of Organization Development
  2. Definitions and Historical Overview of Organization Development
  3. Values, Assumptions, and Beliefs in OD

Part II: Theory and Management of OD
  4. Foundations of Organization Development
  5. Managing the OD Process
  6. Action Research and Organization Development

Part III: OD Interventions
  7. An Overview of OD Interventions
  8. Training Experiences
  9. Team Interventions
  10. Intergroup and Third-Party Peacemaking Interventions

11. Comprehensive OD Interventions
12. Structural Interventions and the Applicability of OD

Part IV: Key Considerations and Issues
13. Issues in Consultant–Client Relationships
14. Power, Politics, and Organization Development
15. The Future and Organization Development

ABOUT THE AUTHOR

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UNDERSTANDING AND MANAGING ORGANIZATIONAL BEHAVIOR, 5/e

ABOUT THE BOOK

Understanding and Managing Organizational Behavior, 5e, provides an authoritative and practical introduction to the subject—Organizational Behavior. A cutting-edge coverage of topics and issues combined with a wealth of learning tools and examples help students to experience behaviors in organizations and guide them to become better managers. In this fifth edition, the authors, George and Jones, merge comprehensive coverage with outstanding applications to illustrate how to manage the growing challenges associated with working in modern virtual organizations.

FEATURES

- Opportunities and challenges posed by globalization and diversity in understanding and managing organizational behavior today
- ‘Ethics in Action’ Boxes: Discussions of current events and issues that encourage the student to think about and discuss organizational ethics and morality
- New York Times Cases in the News: Recent articles from the New York Times, which illustrate chapter content, show chapter content in a different and relevant light, and illuminate some of the challenges and opportunities for OB related to the chapter content
- Experiential Exercises: An in-depth, team-based exercise at the end of each chapter, which presents Students with a real-life problem in organizational behavior that they address based on the chapter content
- Chapter-opening vignettes describe realistic business problems
Contents
1. Introduction to Organizational Behavior
2. Individual Differences: Personality and Ability
3. Values, Attitudes, and Moods and Emotions
5. Learning and Creativity
6. The Nature of Work Motivation
7. Creating a Motivating Work Setting
8. Pay, Careers, and Changing Employment Relationships
10. The Nature of Work Groups and Teams
11. Effective Work Groups and Teams
12. Leaders and Leadership
13. Power, Politics, Conflict, and Negotiation
14. Communicating Effectively in Organizations
15. Cost Management Concepts and Cost Behavior
16. Decision Making and Organizational Learning
17. Organizational Design and Structure
18. Organizational Culture and Ethical Behavior
19. Organizational Change and Development
20. Research Methods in Organizational Behavior

About the Authors
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Behavior in Organizations, 10/e
Jerald Greenberg
ISBN: 9789332556997
Pages: 720

Features
- For one-semester, undergraduate and graduate level courses in Organizational Behavior.
- Unique and current insight on the everyday processes and phenomena of OB.

Behavior in Organizations shows students the real world of OB through its blend of cutting-edge research and practical applications. This text then challenges students to take theory one-step further by having them put the concepts into action.

The many changes in the tenth edition reflect the authors’ never-ending mission to present a balance between knowledge and application, while including coverage on the latest advances in the field.

Contents
Part 1: Introduction to Organizational Behavior
1. The Field of Organizational Behavior
2. Organizational Justice, Ethics, and Corporate Social Responsibility

Part 2: Basic Human Processes
3. Perception and Learning: Understanding and Adapting to the Work Environment
4. Individual Differences: Personality, Skills, and Abilities
5. Coping with Organizational Life: Emotions and Stress

Part 3: The Individual in the Organization
6. Work-Related Attitudes: Prejudice, Job Satisfaction, and Organizational Commitment
7. Motivation in Organizations

Part 4: Group Dynamics
8. Group Dynamics and Work Teams
9. Communication in Organizations
10. Decision-Making in Organizations
11. Interpersonal Behavior at Work: Conflict, Cooperation, Trust, and Deviance

Part 5: Influencing Others
12. Power: Its Uses and Abuses in Organizations
13. Leadership in Organizations

Part 6: Organizational Processes
14. Organizational Culture, Creativity, and Innovation
15. Organizational Structure and Design
16. Managing Organizational Change: Strategic Planning and Organizational Development

About the Author
Jerald Greenberg, The University of Texas at Arlington
ABOUT THE BOOK
Forty years in the making, Management of Organizational Behavior, 10e, is a readable text that makes behavioral sciences come alive through real life examples and progressive ideology.

FEATURES
- For over forty years, Hersey and Blanchard have offered students some of the most significant theory and research developed by thought leaders in behavioral science.
- This text presents the most relevant research findings from the behavioral sciences, with insights gained through working with clients around the world.
- The tenth edition includes concepts and theories that have stood the test of time, as well as emergent trends that are transforming our workplaces as rapidly as our technologies.

CONTENTS
1. Management: An Applied Behavioral Sciences Approach
2. Motivation and Behavior
3. Motivating
4. Leadership: An Initial Perspective
5. Leadership: Situational Approaches
6. Determining Effectiveness
7. Situational Leadership®
8. Situational Leadership®: The Perception, and Impact of Power
9. Situational Leadership®: Training and Development
10. The Situational Leader and Constructive Discipline
11. Self-Awareness and Leadership Style
12. Effective Communication
13. Leading Effective Teams
14. Implementing Situational Leadership®: Managing Performance
15. Implementing Situational Leadership®: Building Commitments
16. Planning and Implementing Change
17. Leadership Strategies for Organizational Transformations
18. The Organizational Cone

ABOUT THE AUTHORS
Paul Hersey, (Formerly of) Nova Southeastern University
Kenneth H. Blanchard, Cornell University
Dewey E. Johnson, (Formerly of) California State University, Fresno

ABOUT THE BOOK
The area of organizational development and change has undergone rapid changes over the last few years, both locally and in the global arena. Organizational Change and Development has tried to encapsulate and present the important concepts and practices that have emerged in the recent times. Indian case studies and examples have been incorporated to enable students to understand, appreciate and relate to the theories stated in the book. In addition to discussing in detail the primary forces of change, specific steps of organizational development and intervention strategies have also been elaborately dealt with.

FEATURES
- Opening Case at the start of each chapter initiates the reader into the particular area of study
- Learning Objectives help to comprehend the aim of the chapter
- Features like “Managers’ Essence” portray real-time scenarios
- Concept Check and Interactive Exercises will engage the reader in active learning
- Definitions and important concepts presented prominently to help in developing clear understanding
- Glossary at the end of the chapter for a quick recapitulation of the concepts in the chapter
- Review questions at the end of the chapter offers a self check of the understanding

CONTENTS
1. Understanding Organizations
2. Organizational Effectiveness and Change
3. Organizational Culture and Climate
4. Conflict and Negotiation in Organization
5. Management of Group Processes
6. Leadership and Change
7. Power and Politics
8. Process of Employee Empowerment
9. Management of Diversity Including Gender Issues and Cross-cultural Dynamics
10. Organizational Change
11. Organization Development
12. Agents for Organization Development
13. Organization Development and Its Steps
14. Different OD Intervention Strategies
ABOUT THE AUTHOR

ORGANIZATIONAL CHANGE, 3/e
Barbara Senior
Jocelyne Fleming
ISBN: 9788131727980
Pages: 464

ABOUT THE BOOK
This successful text provides a discussion of change in relation to the complexities of organizational life with an emphasis on applying the theory into practice. The book is structured in three parts. The first part considers the causes and nature of change. Part two ‘opens up’ the organization to expand on issues of structuring for change, the cultural and political contexts for change and how to lead change. Part three moves firmly into addressing the more practical considerations of designing, planning and implementing change.

FEATURES
- Comprehensive coverage of the significant ideas and issues associated with change at all levels of organizational activity from the strategic to the operational and at the individual, group, organizational and societal levels
- Takes a conceptual and analytical approach to the way that theory and research in relation to organizations and change is explored and critiqued
- Includes practical elements in its provision of descriptions and worked examples of different approaches to ‘doing’ change
- Asks readers to undertake challenging activities to encourage the application of ideas and learning from the text to personal experience
- Provides end-of-chapter additional reading and suggested Websites for readers wishing to pursue ideas and issues further

CONTENTS
I. The Context and Meaning of Change
   1. Organisations and their changing environments
   2. The nature of organisational change

II. Organisations for Change
   3. Organisational structure and change
   4. Cultures for change
   5. The politics of change
   6. The leadership of change: individuals
   7. The leadership of change: teams

III. Strategies for Managing Change
   8. Hard systems models of change

9. Soft systems models
10. A changing future

ABOUT THE AUTHORS
Barbara Senior is a Chartered Occupational Psychologist who has published a number of books, articles and conference papers based on her research and activities.
Jocelyne Fleming is Senior Lecturer in the Human Resources Management Department at the University of Gloucestershire.

Quality Management
TOTAL QUALITY MANAGEMENT, 5/e
Dale H. Besterfield
Carol Besterfield-Michna
Mary Besterfield-Sacre
Glen H. Besterfield
Hemant Urdhwareshe
Rashmi Urdhwareshe
ISBN: 9789353066314
Pages: 648

ABOUT THE BOOK
Over the years, total quality management has become very important for improving a firm’s processing capabilities to sustain competitive advantages. And in the last few years, the world has gone through many major changes in terms of information technology, quality system standards, customer satisfaction levels, economic changes, approaches of the government, and political alignments on the national and international level. Keeping these developments in mind, Total Quality Management, 5e has been revised to focus on encouraging a continuous flow of incremental improvements from the bottom of the organization’s hierarchy.

FEATURES
New TQM Exemplary Examples include Indian Space Research Organization (ISRO), Unique Identification Authority of India (UIDAI), Narayana Heath, and Ashok Leyland
- Information about Zero Defect and Effect (ZED) program to make the readers aware of the quality movement in India
- New concepts such as Hoshin Kanri and Line of Sight
- Updated discussion on satisfaction surveys in India, American Customer Satisfaction Index (ACSI) and other customer satisfaction standards, Net Promoter Score (NPS), Industry 4.0 capturing the IT revolution and evolution of TQM

CONTENTS
1. Introduction
2. Leadership
3. Customer Satisfaction
4. Employee Involvement
5. Continuous Process Improvement
6. Supplier Partnership
7. Performance Measures
8. Benchmarking
9. Information Technology
10. Quality Management Systems
11. Environmental and Occupational Health and Safety Management System
12. Quality Function Deployment
13. Quality by Design
14. Failure Mode and Effect Analysis
15. Products Liability
16. Total Productive Maintenance
17. Management Tools
18. Statistical Process Control
19. Experimental Design
20. Taguchi’s Quality Engineering

ABOUT THE AUTHORS
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Hemant Urdhwareshe, Director, Institute of Quality and Reliability, Pune; Fellow, American Society for Quality
Rashmi Urdhwareshe, Director, Automotive Research Association of India

ABOUT THE BOOK

FEATURES
- New Chapter opening vignettes with a Picture
- Quest for Quality
- New and updated Case Studies
- Balanced coverage of the manufacturing and service sectors:
- Updated ISO Management System Standards

CONTENTS
1. Quality Concepts
2. Leadership and Strategic Quality Management
3. Customer Driven Quality
4. Management System Standards
5. Lean Management
7. Quality Improvement Tools
8. Six Sigma Tools and Techniques
9. Benchmarking
10. Business Process Reengineering
11. Business Excellence Models

ABOUT THE AUTHOR
Poornima M. Charantimath is a professor emeritus and academic consultant at Kaizen Eduplus Society’s IEMS-B School, Hubballi. She is also visiting faculty in the area of total quality management and entrepreneurship development at premier business schools in India.

NEW
TOTAL QUALITY MANAGEMENT, 4e
Poornima M. Charantimath
ISBN: 9789354491207
Pages: 544

E-Book Available

STRAategic MANAGEMENT AND COMPETITIVE ADVANTAGE: CONCEPTS AND CASES, 5/e
Jay B. Barney
William Hesterly
ISBN: 9789332559400
Pages: 546

E-Book Available

New Topics: Two newer topics in the field have also been included in this edition of the book: The Business Model Canvas (in Chapter 1) and Blue Ocean Strategies (in Chapter 5).

CONTENTS

Part 1: The Tools of Strategic Analysis
2. Evaluating a Firm’s External Environment
3. Evaluating a Firm’s Internal Capabilities
   End-of-Part 1 Cases

Part 2: Business-Level Strategies
4. Cost Leadership
5. Product Differentiation
   End-of-Part 2 Cases

Part 3: Corporate Strategies
6. Vertical Integration
7. Corporate Diversification
8. Organizing to Implement Corporate Diversification
9. Strategic Alliances
10. Mergers and Acquisitions
11. International Strategies
   End-of-Part 3 Cases

Appendix: Analyzing Cases and Preparing for Class Discussions

ABOUT THE AUTHORS
Jay Barney is a Presidential Professor of strategic management and the Lassonde Chair of Social Entrepreneurship of the Entrepreneurship and Strategy Department in the David Eccles Business School, The University of Utah.

William Hesterly is the Associate Dean for Faculty and Research as well as the Dumke Family Endowed Presidential Chair in Management in the David Eccles School of Business, University of Utah.

ABOUT THE BOOK
Strategic Management Concepts: A Competitive Advantage Approach, 16/e, is a practical, skills-oriented strategic-management textbook designed to enable students to learn “how to do strategic planning,” rather than simply memorize seminal theories in strategy. This book will provide managers the latest skills and concepts needed to effectively formulate and efficiently implement a strategic plan that can lead to sustainable competitive advantages for any type of business. Learners using this text follow an integrative model that appears in every chapter as they progress with the book. They learn how to construct strategic-planning matrices, such as the Strengths, Weaknesses, Opportunities, and Threats (SWOT) and the Boston Consulting Group (BCG) matrices. Readers will also learn how to perform strategic-planning analyses, such as earnings-per-share/earnings-before-interest-and-taxes (EPS/EBIT) and Corporate Valuation. The focus throughout this text is on “learning by doing.”

FEATURES

A brand-new COHESION CASE on The Hershey Company (2015) is provided, which allows the learners to apply strategy concepts to Hershey at the end of each chapter through new, innovative Assurance of Learning Exercises.

Brand new, one-page MINI-CASES appear at the end of each chapter, complete with questions designed to apply chapter concepts. Some of the companies under discussion including Indian ones are: Kroger Company Chapter, Walt Disney Company, S. K. Metallic Engineering Works (Indian), LinkedIn, A3 Foods (Indian), Yeravani Chenchu Colony (Indian), Hilton Worldwide, NPK International (Indian), etc.

Original, half-page ACADEMIC RESEARCH CAPSULES are presented in each chapter to showcase how new strategic-management research is impacting business practice.

Some more examples of Indian companies included to help learners relate the concepts within their context are Axis Bank, Kingsher, Amara Raja Group, Tanishq, Tata Nano, Decathlon, and ITC.

CONTENTS

Part 1: Overview of Strategic Management
1. The Nature of Strategic Management
   The Cohesion Case: The Hershey Company, 2015 (HSY)

Part 2: Strategy Formulation
2. The Business Vision and Mission
3. The External Assessment
4. The Internal Assessment
5. Strategies in Action
6. Strategy Analysis and Choice

Part 3: Strategy Implementation
8. Implementing Strategies: Marketing, Finance/Accounting, R&D, and MIS Issues

Part 4: Strategy Evaluation

Part 5: Key Strategic-Management Topics
10. Business Ethics, Social Responsibility, and Environmental Sustainability
11. Global and International Issues

Part 6: Strategic-Management Case Analysis
12. How to Prepare and Present a Case Analysis
ABOUT THE AUTHORS
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Strategic Communication in Business and the Professions, 7/e
Dan O’Hair
Gustav W. Friedrich
Lynda Dee Dixon

ISBN: 9789354496936
Pages: 456

ABOUT THE BOOK
Designed for introductory business and professional communication classes, Strategic Communication employs four essential elements of effective communication—setting goals, knowing the audience, mastering skills, and managing anxiety - both as a framework for the book and as the necessary tools to be a successful communicator.

FEATURES
■ Real-World Application: Practicing Business Communication boxes examine communication practices in a wide range of businesses, broadening student awareness to the various communication practices in use.
■ Strategic Skills give students tools they will need as they transition from the classroom to a business setting.
■ Ethical Issues boxes challenge students to think critically about the role ethics takes in business communication.
■ Expanded focus on new forms of communication technology prepares students for the challenges they will face in communicating through new media.

CONTENTS
Part 1: An Introduction to Communication in Organizations
1. Communication in Organizations
2. The Model of Strategic Communication
3. Diversity in Business and the Professions
Part 2: Basic Communication Skills
4. Listening Skills
5. Verbal and Nonverbal Skills
6. Leadership and Management Skills
Part 3: Interpersonal Communication Strategies
7. Work Relationships
8. Interviewing Skills
Part 4: Group Communication Strategies
10. Meetings: Forums for Problem Solving
11. Negotiation and Conflict Management
Part 5: Public Presentation Strategies
12. Developing and Delivering Effective Presentations
13. Informative Presentations
14. Persuasive and Special Presentations

ABOUT THE AUTHOR
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Lynda Dee Dixon, Bowling Green State University

Case Studies in Strategic Management: A Practical Approach
Sanjay Mohapatra

ISBN: 9788131759844
Pages: 248

ABOUT THE BOOK
Through handpicked cases from a variety of areas and business houses, this book illustrates how strategic management can be used to achieve better operational performance and strengthen their services by aligning business goals with performance measures.

FEATURES
■ Twelve cases, carefully chosen and developed to illustrate the key issues of strategic management
■ Cases drawn from different sectors like agriculture, insurance, retail, to name a few
■ Discussion questions at the end of each case to make it more interactive.

CONTENTS
1. Case Study on RMRB International: Strategic Direction for a Research Organization
2. Case Study on Merger and Acquisition: Coromandel Fertilizers Limited
3. Case Study on Tata Chemicals Limited: Growth with Responsibility
4. Case Study on Monsanto: Customized Global Marketing Strategy in India
5. Case Study on DCM Shriram Consolidated Ltd: An Early Adopter of MIS
6. Case Study on the Hub and Spoke Model of HDFC Bank for Agriculture and Microfinance Business
7. Case Study on ICICI Lombard
8. Case Study on Reliance Life Insurance: Use of Information System as a Strategic Management Tool
9. Case Study on Pantaloons: Value for Money
10. Case Study on RPG: From Regional to International Music
11. Case Study on Tata Sky: Strategic Advantage Through Technology
12. Case Study on ICICI Bank: Leadership in Retail Banking Through Technology Adoption

ABOUT THE AUTHOR
Sanjay Mohapatra, Associate professor in Xavier Institute of Management Bhubaneswar (XIMB).

CONCEPTS IN STRATEGIC MANAGEMENT AND BUSINESS POLICY: GLOBALIZATION, INNOVATION, AND SUSTAINABILITY, 15/e
Thomas L. Wheelen
J. David Hunger
Alan N. Hoffman
Charles E. Bamford
Purva kansal

ABOUT THE BOOK
Concepts in Strategic Management and Business Policy, 15e, has continued to develop around three key themes—globalization, innovation, and sustainability—which was introduced in the previous edition. In the current order of things around the world, these three strategic issues comprise the cornerstone all organizations must build upon to push their businesses forward. In addition to this, the authors have taken a class-tested approach to strategy with new focus on environmental sustainability. This book contains a Strategic Management Model that runs through the first 12 chapters and is made operational through the Strategic Audit, a complete case analysis methodology. The Strategic Audit provides a professional framework for case analysis in terms of external and internal factors and takes the student through the generation of strategic alternatives and implementation programs.

FEATURES
- A new Chapter (9) on Global Strategy to address the key issues of entry, international coordination, stages of international development, international employment, and measurement of performance.
- New and updated vignettes on sustainability (which is widely defined as business sustainability), globalization (which we view as an expectation of business), and innovation (which is the single most important element in achieving competitive advantage) appear in every chapter of the text.
- Every example, chapter opening, and story along with chapter-end discussion questions have been updated.
- This includes chapter opening vignettes examining companies such as: Tesla, Pizza Hut, Bombardier, Wal*Mart, Caterpillar, and United Airlines among many others.
- Some Indian cases and examples on companies like Amazon India, Satyam, Tata Group (including TCS and Tata Nano), Kingfisher, ITC, Amara Raja Group, Vodafone, Kingfisher, and Asian Paints have been added to bring the discussion a bit closer to home.

CONTENTS
Part I: Introduction to Strategic Management and Business Policy
1. Basic Concepts of Strategic Management
2. Corporate Governance
3. Social Responsibility and Ethics in Strategic Management
Part II: Scanning the Environment
4. Environmental Scanning and Industry Analysis
5. Organizational Analysis and Competitive Advantage
Part III: Strategy Formulation
7. Strategy Formulation: Corporate Strategy
8. Strategy Formulation: Functional Strategy and Strategic Choice
Part IV: Strategy Implementation and Control
9. Strategy Implementation: Global Strategy
10. Strategy Implementation: Organizing and Structure
11. Strategy Implementation: Staffing and Directing
12. Evaluation and Control
Part V: Introduction to Case Analysis
13. Suggestions for Case Analysis
Part VI: Cases in Strategic Management

ABOUT THE AUTHORS
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J. David Hunger, Formerly with Iowa State University, St. John’s University
Alan N. Hoffman, Bentley University
Purva kansal, Panjabi Univeristy, Chandigarh

TESTIMONIALS
Concepts in Strategic Management and Business Policy is a very good book on the subject. It brings the sustainability theme into focus and equips students with the strategic concepts they need to know as they face issues such as climate change, global warming, and energy availability. The Indian adaptation brings several Indian examples, managerial practices, caselets, and case studies. It will be useful for students to understand strategic management and business policy specific to the Indian context.
Dheeraj Sharma, Faculty in Marketing and Organizational Behavior, Indian Institute of Management Ahmedabad, India

This is a comprehensive book on the concepts in strategic management, explaining theories through various pedagogical features. The first 11 chapters are focused around strategic management models, and in the beginning of each chapter a vignette is provided which provides students a structure for both content and case analysis. In the new edition, new cases
like Diversification at ITC, The Satyam Scam, Nano Tries to Change the Auto Industry, Haldiram’s Sweet and Tangy Strategy, The Success of R&D in India, ESOP Options in India, and Research in Motion gives the students a flavor and insight into the application of the concepts in real-life situations.

Suresh K. Chadha
Professor and Chairman, University Business School, Panjab University, Chandigarh

Apart from being a conceptually strong text on strategic management, I feel, the book has also brought itself closer to home by maintaining a balance between theories and utilizing examples from Indian companies, such as, ITC Bingo, Nirma, Pantaloons, Big Bazaar, and Dabur, to compliment the theory. This will be helpful to Indian students easily adapt various concepts in the Indian context.

Himanshu Sharma, Director, Unistar Outsourcing India Pvt Ltd.

This book provides a comprehensive and holistic perspective on the concepts and application of strategic management. Inclusion of Indian examples and case studies in particular add to the richness of the content, providing an opportunity to the management students to appreciate the utility and applicability of theoretical concepts of the subject.

Anil Gupta, Professor, The Business School and the School of Hospitality and Tourism Management, University of Jammu

EXPLORING STRATEGY: TEXT AND CASES, 11/e
Gerry Johnson
Richard Whittington
Kevan Scholes
Duncan Angwin
Patrick Regnér

ABOUT THE BOOK
With over one million copies sold worldwide, Exploring Strategy has long been the essential strategy text for managers of today and tomorrow. From entrepreneurial start-ups to multinationals, charities to government agencies, this book raises the big questions about organisations—how they grow, how they innovate and how they change. Texts and Cases also provide a wealth of extra case studies written by experts in the subject to aid and enrich your understanding. Examples are taken from events and organisations as diverse as Glastonbury, Mondelez and Formula 1 racing.

FEATURES
- Learning outcomes
- Illustrations
- Case examples

CONTENTS
1. Introducing Strategy
2. Macro Environmental Analysis
3. Industry and Sector Analysis
4. Resources and Capabilities
5. Stakeholders and Governance
6. History and Culture
7. Business Strategy and Models
8. Corporate Strategy and Diversification
9. International Strategy
10. Entrepreneurship and Innovation
11. Mergers, Acquisitions and Alliances
12. Strategy in Action
13. Strategy Development Processes
14. Organizing and Strategy
15. Leadership and Strategic Change
16. The Practice of Strategy

ABOUT THE AUTHORS
Gerry Johnson, Lancaster University School of Management
Richard Whittington, Said Business School, University of Oxford
Kevan Scholes, Sheffield Hallam University
Duncan Angwin, Oxford Brookes University
Patrick Regnér, Stockholm School of Economics

TRAINING IN INTERPERSONAL SKILLS: TIPS FOR MANAGING PEOPLE AT WORK, 6/e
Stephen P. Robbins
Phillip L. Hunsaker

ABOUT THE BOOK
By developing and practicing the material in Training in Interpersonal Skills: Tips for Managing People at Work, 6/e, students can learn how to build productive relationships for any situation. This text also helps students master the skills necessary for personal and organizational effectiveness such as self-management, communication, teaming, and problem solving.

The sixth edition includes several new pedagogical tools—such as self-assessment quizzes, exercises, cases, etc.—and information on the importance and usage of social networking.

in.pearson.com
FEATURING
- Get students engaged in the material: Pedagogical Tools. Role-plays, cases, self-assessments, and exercises have been added to this edition.
- Self-Assessment Questionnaires: By taking these questionnaires students will discover if they have:
  - Locus of control
  - Type A personality
  - Passive/expressive/aggressive behavior
- Managers Application Tips boxes have been added to describe the results from each of the self-assessment questions.
- The Behavior Skills Learning Model: Each chapter in Training in Interpersonal Skills is organized around the social learning model, which has been proven to be a successful pedagogical aid.
- Provide the latest information: New Topics. The importance and usage of social networking, impression management, persuasion tactics of social proof, and ingratiating, group process loss, and facilitating stages of team development have been added to this edition.

CONTENTS
Part I: Self-Awareness
1. Skills: An Introduction
2. Self-Awareness: A Point of Departure
4. Applying Emotional Intelligence

Part II: Communicating
5. Sending Interpersonal Messages
6. Listening and Reading Nonverbal Messages
7. Providing Feedback
8. Communicating Across Cultures

Part III: Motivating
9. Goal Setting
10. Coaching, Counseling, and Mentoring
11. Empowering People Through Delegation

Part IV: Leading
12. Politicking
13. Applying Leadership Style
14. Managing Change

Part V: Teaming
15. Facilitating Teamwork
16. Valuing Diversity

Part VI: Problem Solving
17. Ethical Decision Making
18. Creative Problem Solving
19. Resolving Conflicts
20. Persuading
21. Negotiating

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NEW
BUSINESS ANALYTICS PRINCIPLES, CONCEPTS, AND APPLICATIONS: WHAT, WHY, AND HOW
Marc J. Schniederjans
Dara G. Schniederjans
Christopher M. Starkey

ISBN: 9789356064317
Pages: 368

ABOUT THE BOOK
Learn everything you need to know to start using business analytics and integrating it throughout your organization. Business Analytics Principles, Concepts, and Applications brings together a complete, integrated package of knowledge for newcomers to the subject. The authors present an up-to-date view of what business analytics is, why it is so valuable, and most importantly, how it is used. They combine essential conceptual content with clear explanations of the tools, techniques, and methodologies actually used to implement modern business analytics initiatives.

FEATURES
- Designed to make it easier than ever for instructors to teach business analytics—and for students to master it
- Clearly explains the core concepts of business analytics—and the tools, techniques, and methodologies used to implement it
- Integrates specific skills and knowledge related to business strategy/execution, quantitative analysis, and technology tools
- Demonstrates the use of the industry’s most popular software tools for predictive analytics

CONTENTS
Part I: What Are Business Analytics
1. What Are Business Analytics

Part II: Why Are Business Analytics Important
2. Why Are Business Analytics Important?
3. What Resource Considerations Are Important to Support Business Analytics?

Part III: How Can Business Analytics Be Applied
4. How Do We Align Resources to Support Business Analytics within an Organization?
5. What Are Descriptive Analytics?
6. What Are Predictive Analytics?
7. What Are Prescriptive Analytics?
8. A Final Case Study Illustration

ABOUT THE AUTHORS
Marc J. Schniederjans
Dara G. Schniederjans
Christopher M. Starkey

[Image: pearson.com]
Demonstrates the use of the industry's most popular platform for business analytics. Integrates specific skills and knowledge related to business strategy and execution. Clearly explains the core concepts of business analytics.

About the Authors
Christopher M. Starkey, Dara G. Schniederjans, Marc J. Schniederjans

Features
- This adaptation has been designed to groom future Indian managers. Students will be able to visualize and get a real sense of the various facets of management while reading the book.
- Readers will get a clear idea of the issues and challenges being faced by Indian managers and how they overcome them.
- Covers both Indian and US exhibits wherein a student can understand the various cultural and geographical factors influencing management processes.
- Cases of companies Dalmia Cement, SBI, Michelin India, Lenovo India, Bright Brothers, Infosys, Amazon India, and many more.

About the Authors
Stephen P. Robbins (Ph.D., University of Arizona) is professor emeritus of management at San Diego State University and the world’s bestselling textbook author in the areas of management and organizational behavior.

Mary Coulter received her Ph.D from the University of Arkansas. She is currently professor emeritus of management at Missouri State University.

Amy Randel
Rajeesh Viswanathan

About the Book
The Self-Destructive Habits of Good Companies 2e, is an insightful commentary on the reasons why successful companies struggle for survival in the long run. Most good companies fail because of their inability to adapt to changing circumstances mainly due to seven bad habits—denial of new realities, arrogance, complacency, overdependence on competence, myopic views about competition, territorial impulse (turf wars), and obsession over business volume.

Since its first edition in 2007, the global economy has undergone humunguous transitions. In view of all such developments, the book has been revised and updated in line with concepts of globalization of competition, technological upgrades, changes in consumer preferences and lifestyle, nation-first policies like ‘Made in India’, and fluctuations in capital markets. The chapters have been designed with case studies of companies like IBM, Kodak, Boeing, Sears, AT&T, and many others to analyze and interpret the reasons in the purview of the seven bad habits practiced by these companies that led to their struggle for existence.

This book is useful for practicing managers as well as students of management studies, since understanding the causes that lead to self-destruction will pave way to formulate sustainable approaches to gain and retain the success.

Features
- Complete guide to analyze and understand the reasons behind the downfall of successful companies
- Case-based analysis of famous companies like Boeing, AT&T, Xerox, IBM, Kodak and many more
- Flow of chapters based on the identified self-destructive habits of good companies—denial, arrogance, complacency, competency dependence, competition, territorial impulse and margin
- Discussion on road to rescue and sustainability

Contents
1. Why do Good Companies go Bad?
2. Denial: The Cocoon of Myth, Ritual, and Orthodoxy
3. Arrogance: Pride Before the Fall
4. Complacency: Success Breeds Failure
5. Competency Dependence: The Curse of Incumbency
6. Competitive Myopia: A Nearsighted view of Competition
7. Volume Obsession: Rising Costs and Falling Margins
8. The Territorial Impulse: Culture Conflicts and Turf Wars
9. The Best Cure is no cure at all

ABOUT THE AUTHORS
Dr. Jagdish (Jag) N. Sheth is the Charles H. Kellstadt Professor of Marketing in the Goizueta Business School at Emory University.
About the Book
The Indian edition of Advertising Management, 5e aims to provide the framework and knowledge with which to make more effective advertising decisions, and to communicate some of the excitement and vitality that characterizes the advertising business. This text has been updated with the latest examples and case histories to make the presentation more application-oriented. Keeping in view the requirements of the Indian audience, significant India-relevant content has been added. Divided into six parts, the book is designed for both undergraduate and postgraduate courses in advertising, advertising management, communications management, and management. The book can also be useful as the basis for training in various leading advertising agencies and marketing organizations as it intends to help readers prepare for a successful career in advertising.

Features
■ Two new chapters on Integrated Marketing and Global Advertising, respectively.

Contents
Part 1: introduction
1. The Field of Advertising Management
2. Advertising Planning and Decision Making

Part ii: objective setting and market positioning
3. Integrated Marketing Communications
4. Setting Advertising Objectives
5. How Advertising Works: Some Research Results
6. Segmentation and Positioning

Part iii: message strategy
7. Attention and Comprehension
8. Understanding Benefit-Based Attitudes
9. Associating Feelings with the Brand
10. Brand Equity, Image, and Personality
11. Group Influence and Word-of-Mouth Advertising
ABOUT THE BOOK

The Indian edition of Advertising Management, 5e aims to provide the framework and knowledge with which to make more effective advertising decisions, and to communicate some of the excitement and vitality that characterizes the advertising business. This text has been updated with the latest examples and case histories to make the presentation more application-oriented. Keeping in view the requirements of the Indian audience, significant India-relevant content has been added. Divided into six parts, the book is designed for both undergraduate and postgraduate courses in advertising, advertising management, communications management, and management. The book can also be useful as the basis for training in various leading advertising agencies and marketing organizations as it intends to help readers prepare for a successful career in advertising.

FEATURES

- Two new chapters on Integrated Marketing and Global Advertising, respectively.

CONTENTS

Part I: Introduction
1. The Field of Advertising Management
2. Advertising Planning And Decision Making

Part II: Objective Setting and Market Positioning
3. Integrated Marketing Communications
4. Setting Advertising Objectives
5. How Advertising Works: Some Research Results
6. Segmentation and Positioning

Part III: Message Strategy
7. Attention and Comprehension
8. Understanding Benefit-Based Attitudes
9. Associating Feelings with the Brand
10. Brand Equity, Image, and Personality
11. Group Influence and Word-of-Mouth Advertising

Part IV: Message Tactics
12. Creative Approaches
13. The Art of Copywriting
14. Advertising Copy Testing and Diagnosis
15. Production and Implementation

Part V: Media Strategy and Tactics
16. Media Strategy: Setting Media Budgets
17. Media Tactics: Allocating Media Budgets
18. Advertising Regulation
19. Advertising and Society
20. Global Marketing and Advertising

ABOUT THE AUTHORS

Rajeev Batra, Ross School of Business University of Michigan, David A. Aaker Haas School of Business University of California (Berkeley), Emeritus and Vice-Chairman, Prophet, John G. Myers Haas School of Business University of California (Berkeley), Emeritus, Freda Swaminathan FORE School of Management, New Delhi (Retired) and Brand Consultant.

John G. Myers, the University of California, Berkeley
David A. Aaker, The University of California, Berkeley
Principles & Practice uses the Facets Model of Advertising Effects to explain the effectiveness of brand communication strategies and consumer responses.

New and Updated - Chapter-Opening Examples and Case Studies of Award-Winning Brand Communication Campaigns illustrate basic principles and best practices, showing students how professionals design and execute effective strategies that work.

New—Topics discussed include the collection, manipulation, and use of data; artificial intelligence; virtual reality; and The Internet of Things, to familiarize students with the latest industry concepts and events.

CONTENTS
1. Strategic Brand Communication
2. Advertising
3. Public Relations
4. Action and Interaction: Direct Response and Promotions
5. How Brand Communication Works
6. Strategic Research
7. Segmenting and Targeting the Audience
8. Strategic Planning
9. Creative Side
10. Promotional Writing
11. Direct Response
12. Media Basics
13. Paid Media
14. Owned, Interactive, and Earned Media
15. Media Planning and Negotiation
16. IMC Management
17. Evaluating IMC Effectiveness
18. Social Impact, Responsibility, and Ethics: Is it Right?

ABOUT THE AUTHOR
Sandra Moriarty University of Colorado
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William D. Wells University of Minnesota
Charles Wood University of Tulsa

FEATURING
- Integrated Campaigns in Action
- Increased Emphasis on Social Media
- Interviews with Advertising Professionals
- Lead-in vignettes
- International marketing discussions
- Critical-thinking exercises and discussion questions
- Integrated learning exercises
- Creative Corner exercises
- Cases

CONTENTS
Part 1: The IMC Foundation
1. Integrated Marketing Communications
2. Corporate Image and Brand Management
3. Buyer Behaviors
4. The IMC Planning Process

Part 2: IMC Advertising Tools
5. Advertising Management
6. Advertising Design: Theoretical Frameworks and Types of Appeals
7. Advertising Design: Message Strategies and Executional Frameworks

Part 3: IMC Media Tools
8. Traditional Media Channels
9. Digital Marketing

Part 4: IMC Promotional Tools
10. Database and Direct Response Marketing
11. Sales Promotions
12. Public Relations and Sponsorship Programs

Part 5: IMC Integration Tools
13. Regulations and Ethical Concerns
14. Evaluating an Integrated Marketing Program

ABOUT THE AUTHOR
Ritu Narang

ABOUT THE BOOK
Advertising, Sales and Promotion can be said to be the heart of any organization. Their importance has increased manifold in
today’s business environment which is highly competitive and uncertain. The book is not only confined to advertising and selling but also to other elements of promotion mix such as sales promotion, publicity, direct marketing and public relations in order to provide an integrated marketing communication perspective. This book has been organized very systematically and intelligently into 27 chapters to allow a smooth flow of thoughts and ideas to enhance the readers interest.

FEATURES
- Opening Vignette of the chapter arouses deep interest in various concepts through a real-life case study.
- Box Items: It provides detailed examples of Indian and multinational companies which help to broaden the readers’ perspective and improve understanding.
- Case Study: Each chapter ends with a comprehensive case study dealing with challenges, issues and situations discussed in concepts to enable translation of theory into real world and also questions at the end of the case is intended to encourage critical and innovative thinking.
- Practical Projects for Students: Unique practical projects have been developed to help the students undertake hands-on exercises and field work to gain deeper comprehension of theoretical concepts.
- Cue Cards: A new types of supplementary material called cue cards are available online which will help students to understand and remember the technical jargons pertaining to each chapter.

CONTENTS

Part 1: Introduction To Integrated Marketing Communication
1. Concept of Marketing
2. Integrated Marketing Communication

Part 2: Product and Market Analysis
3. Understanding Customer Psychology and Behaviour
4. Selling of Products

Part 3: Introduction to Advertising
5. History and Growth of Advertising
6. Functions, Types, and Role of Advertising

Part 4: Making Advertising and Promotion Plan
7. Advertising and Promotion Plan
8. Advertising and Promotion Budget

Part 5: Preparing Message 179
9. Advertising and Promotion Agencies
10. Advertising Research
11. Creativity in Advertising and Making Advertisement for Print Media
12. Making Advertisements for Broadcast and Other Media

Part 6: Placing Message and Evaluating Media
13. Media Plan and Effectiveness
14. Types of Media

Part 7: Introduction to Selling
15. Understanding the Concept of Selling
16. Sales Personality
17. Sales Channel

Part 8: Steps in Selling Process
18. Meaning of Selling Process and Prospecting
19. Pre-approach and Approach
20. Presentation of the Solution
21. Overcoming Objections, Closing and After Sales Services

Part 9: Managing Sales Organisation
22. Sales Organisation
23. Recruitment and Selection of Sales Personnel
24. Training of Salespersons
25. Compensating Salespersons
26. Motivating Salespersons
27. Controlling Salespersons

ABOUT THE AUTHOR
Dr. Ritu Narang, a senior faculty member in the Department of Business Administration, University of Lucknow, is a distinguished academician with more than twenty years of teaching experience in the field of Marketing, Advertising Management, Retail Management and Organizational Behaviour.
CONTENTS
1. Advertising and the Marketing Function
2. The Advertising Department
3. Types of Advertising
4. The Advertising Agency
5. Advertising Media: Above-the-line
6. Advertising Media: Below-the-line
7. Sales Promotion
8. Sponsorship
9. Direct Mail and Direct Response
10. Exhibitions
11. Copywriting
12. Layout and Typography
13. Printing Processes
14. Public Relations
15. Corporate Advertising
16. Corporate Identity
17. Advertising Research
18. Law and Ethics of Advertising
19. Planning and Executing an Advertising Campaign
20. The Advertiser and the Internet

ABOUT THE AUTHOR
Frank Jefkins, Principal, Frank Jefkins School of Public Relations

INTEGRATED MARKETING COMMUNICATION: PENTACOM, 4/e
Philippe Malaval
Marie-Hélène Abbo
Muneesh Kumar
Jean-Marc Decaudin

ADVERTISING, SELLING & PROMOTION, 1/e
Ritu Narang

ABOUT THE BOOK
Integrated Marketing Communication: Pentacom, 4/e is a unique and comprehensive book on integrated communication.

The title of the book includes the word ‘Pentacom’ as it focuses on five major categories of communications (B-to-C, B-to-B, internal, financial, and corporate communication). It also enables readers to understand and implement communication strategies targeted at five major targets, such as consumers, business customers and clients, employees, shareholders, and public authorities. Finally, it has been tailored for five potential types of players, such as consumer goods manufacturers, industrial goods companies, local authorities, public administration and services, as well as non-governmental and non-profit organizations.

This book is designed for students in business schools and universities pursuing courses in management and mass media or communication. Its application-oriented approach, allows the book to serve as a very useful guide for practicing managers who desire to make their communications with different targets in different contexts more effective.

CONTENTS
Part I: Fundamentals and Techniques of Communications
1. Corporate and Organizational Communication Theories
2. The Communication Plan
3. Advertising Media
4. Direct Communication
5. e-Advertising and Digital Communication
6. Sales Promotion
7. Event Communications
8. Public Relations, Press Relations and Lobbying

Part II: Marketing Communications
9. Image and Brand Communications
11. B-to-B Communication: Main Characteristics and Techniques
12. International Communication

Part III: Communications for Corporations and Organizations
13. Corporate Communication: Environmental Protection and...
Case Study: Each chapter ends with a comprehensive case study dealing with challenges, issues and situations discussed in concepts to enable translation of theory into real world and also questions at the end of the case is intended to encourage critical and innovative thinking.

Practical Projects for Students: Unique practical projects have been developed to help the students undertake hands-on exercises and field work to gain deeper comprehension of theoretical concepts.

Cue Cards: A new types of supplementary material called cue cards are available online which will help students to understand and remember the technical jargons pertaining to each chapter.

CONTENTS

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ABOUT THE AUTHOR
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ABOUT THE BOOK
From new product development to product elimination, this book holistically covers the entire product life cycle, including analysis of new product innovation strategy, new product ideas screening, product testing, managing growing and mature products, and product deletion. The nature and practice of these processes are central to the firm’s overall strategy for competitiveness, and this book repeatedly emphasises the fundamental relationship between the success of a product and the survival of the firm. Whether they are studying at undergraduate, postgraduate or MBA levels, students will find this book essential to their understanding of this important subject area.

FEATURES
- Provides a comprehensive review of the principles and practices of the product life cycle, giving readers full understanding of the subject
- Contains original insights and ideas based on the author’s practical experience, which give a real world context to the subject
- Illustrated with European case studies at the end of every chapter to ensure readers think practically
- Learning objectives to guide students through each topic
- Revision questions to test understanding

CONTENTS

Part I: The Theoretical Foundations
1. Competition and product strategy
2. The product in theory and practice
3. Buyer behaviour
4. The product life cycle in theory and practice
5. Product portfolios

Part II: New Product Development
6. The importance, nature and management of the new product development process
CONTENTS

Part I: Opening Perspectives
1. Brands and Brand Management

Part II: Developing a Brand Strategy
2. Customer-Based Brand Equity and Brand Positioning
3. Brand Resonance and the Brand Value Chain

Part III: Designing and Implementing Brand Marketing Programs
4. Choosing Brand Elements to Build Brand Equity
5. Designing Marketing Programs to Build Brand Equity
6. Integrating Marketing Communications to Build Brand Equity
7. Branding in the Digital Era
8. Leveraging Secondary Brand Associations to Build Brand Equity

Part IV: Measuring and Interpreting Brand Performance
9. Developing a Brand Equity Measurement and Management System
10. Measuring Sources of Brand Equity: Capturing Customer Mind-Set
11. Measuring Outcomes of Brand Equity: Capturing Market Performance

Part V: Growing and Sustaining Brand Equity
12. Designing and Implementing Brand Architecture Strategies
13. Introducing and Naming New Products and Brand Extensions
14. Managing Brands Over Time
15. Managing Brands Over Geographic Boundaries and Market Segments

Part VI: Closing Perspectives
16. Closing Observations

ABOUT THE AUTHORS
Michael Baker is Emeritus Professor of Marketing at the University of Strathclyde where he founded the Department of Marketing in 1971.
Susan Hart is Professor of Marketing at Strathclyde University.

ABOUT THE BOOK
The fifth edition of Strategic Brand Management offers a comprehensive view of the changing technological, cultural, global, and economic environment that brands face. The book is well-grounded in practice and can be easily related to past and current marketing activities, events, and case studies.

FEATURES
- Carefully curated content with whole new chapter titled ‘Branding in digital Era’ that provides a comprehensive overview of the major digital channel.
- Some of the Indian brands Examples and cases discussed in this edition are: Amul, Apollo Pharmacy, Bira, Chik Shampoo, Dabur, D’decor, HCL Laptops, Fastrack, Lenskart, Mahindra Scorpio, Old Monk, Paytm, Reliance Jio, Royal Enfield, Santoor, Shoppers Stop, Yoga Bar.

IN 4-COLOR!!

STRATEGIC BRAND MANAGEMENT: BUILDING, MEASURING, AND MANAGING BRAND EQUITY, 5/e
Kevin Lane Keller
Vanitha Swaminathan
Ambi M.G. Parameswaran
Isaac C. Jacob

E-Book Available
ISBN: 9789353946135
Pages: 672

www.pearson.com

TESTIMONIALS
This book provides contextual insights that are remarkably astute and visionary. Highlighting various Indian case studies, the book offers a ring-side view of academic learnings with empirical findings through a measured prism of rooted deductions.

Dr Bhaskar Das, Group Ceo, Zee Media Corporation

The book has illustrated concepts using brands which are well-known by today’s consumers who are young, aspirational, global, and interconnected.

Rajan Saxena, Vice-Chancellor, Narsee Monjee Institute of Management Studies, Mumbai

This four-color Indian adaptation of Strategic Brand Management by Ambi M. G. Parameswaran and Professor Isaac Jacob
Jacob is a delight to read. The Indian examples and case studies will help students relate to the concepts and theories explained in the book.

Dr Prafulla Agnihotri, Director, IIM Trichy

The authors have dissected and analyzed brands across several categories and have provided deep insights into the dynamics of brand building. This book will educate and enlighten both students and practitioners of brand management.

Ranjan Kapur, Country Manager-WPP India

The fourth edition has been enhanced significantly with Indian case studies, thanks to Dr Parameswaran and Professor Jacob’s vast experience in the professional and academic sphere.

Sanjiv Sarin, Ceo, Tata Coffee Ltd

This book provides excellent examples of traditional and contemporary Indian and international brands, including e-brands and their challenges of brand management. A must-read for any practitioner, academic, and student of business management.

Professor Monica Khanna, K J Somaiya Institute of Management Studies and Research, Mumbai

### ABOUT THE BOOK

Developments in the realm of digitalization, cultural scenario and in consumer decision making—witnessed in the last couple of years—had brought about a need to revise Consumer Behaviour and Branding: Concepts, Readings and Cases-The Indian Context. The new edition has been titled as Consumer Behaviour: The Indian Context. The text has been holistically updated to reflect rapid changes in the Indian and global markets and the valuable feedback received from subject matter experts, students and working professionals engaged in the discipline.

### FEATURES

- New examples to reflect changing lifestyles and consumer decisions
- Extensive discussion on digitalization and consumer behaviour
- Strong conceptual base that stimulates the thought process of the readers
- Specific applications to illustrate the practical usefulness of concepts

### CONTENTS

1. Consumer Behaviour and Brands in the Digital Era
2. Consumer Decision Making and Branding Strategies
3. The Concept of Perception and Its Impact on Marketing Strategies
4. Learning Principles and Their Usefulness to Branding Associations
5. The Role of Motivation and Personality Dimensions in Brand Associations
6. Attitudes and Their Impact on Branding Strategies
7. Diffusion of Innovation: The Acceptance of New Products and Brands
8. The Concept of Reference Groups and Their Implications on Branding
9. Dimensions of Culture and Branding
10. Retailing and Consumer Behaviour Linkages to Branding

### ABOUT THE AUTHOR

S. Ramesh Kumar is Professor of Marketing, IIMB Chair of Excellence at IIM Bangalore. He has a mix of industrial and teaching/research experience of over 30 years. His areas of interests are exploring the application of marketing/consumer behavior concepts to the Indian context. He has also adapted the 11th edition of Consumer Behavior by Leon Schiffman and Joseph Wisenblit.
Consumer Behavior, 12th Edition explores how the examination and application of consumer behavior is central to the planning, development, and implementation of successful marketing strategies. Additionally, the present edition has been molded keeping in mind that the Indian marketing context has several unique aspects that are different from a developed market. The diversity and nuances of such a context have been captured in the backdrop of conceptual frameworks. With an emphasis on developing a variety of useful skills, this text prepares students for careers in brand management, advertising, and consumer research. The 12th Edition has been significantly updated to address contemporary trends and issues, including...
ABOUT THE BOOK

Anderson builds the book around a framework of understanding, creating, and delivering value. The third edition of this text retains the framework for understanding, delivering, and creating value that was established in the first edition, giving the readers a framework for understanding the topic. Viewed from an international perspective—rather than a purely American one—Business Market Management draws upon best business practices, allowing readers to understand cultural and regional differences. Topics include: market sensing, understanding firms as customers, crafting market strategy, managing market offerings, business channel management, gaining customers, and sustaining reseller and customer relationships.

FEATURES

■ Crafting Marketing Strategy
■ Managing Market Offerings
■ Managing Customers
■ Regard Value as the Cornerstone
■ Focus on Business Market Processes
■ Stress Doing Business across Borders
■ Accentuate Working Relationships and Business Networks

CONTENTS

Section I: Introduction and Overview
1. Business Market Management: Guiding Principles

Section II: Understanding Value
2. Market Sensing: Generating and Using Knowledge about the Market
3. Understanding Firms as Customers
4. Crafting Market Strategy

Section III: Creating Value
5. Managing Market Offerings
6. New Offering Realization
7. Business Channel Management

Section IV: Delivering Value
8. Gaining New Business
9. Sustaining Reseller Partnerships
10. Managing Customers

ABOUT THE AUTHOR

James C. Anderson is the William L. Ford Distinguished Professor of Marketing and Wholesale Distribution, and Professor of Behavioral Science in Management at the Kellogg School of Management, Northwestern University.

Direct Marketing

PRINCIPLES OF DIRECT AND DATABASE MARKETING 4/e

Alan Tapp

ISBN: 9788131764411
Pages: 756

E-Book Available

ABOUT THE BOOK

This market-leading, forward thinking textbook comprehensively addresses the impact of new technologies on the principles and practices of Direct Marketing.

FEATURES

■ Clear writing style
■ Innovative illustrations and photographs bring the story to life
■ Full of up-to-date examples of international brands
■ Comprehensive summaries and end-of-chapter questions
■ Full cases at the end of each chapter synthesises information and shows how the theory applies to real life

CONTENTS

Part I: Introducing Direct Marketing
1. What is direct marketing?
2. The database

Part II: Using Direct Marketing to Analyse the Marketing Situation
3. The customer database: analysis and applications
4. Using external databases in direct marketing

Part III: Setting Objectives and Strategies within Direct Marketing
5. Direct marketing objectives and strategies
6. The strategic influences on direct marketing
7. Relationship marketing and CRM
8. The Internet
9. Social networks: a new perspective for direct marketing

Part IV: Direct Marketing Implementation and Control
10. Offers and incentives in direct marketing
11. Direct marketing media
12. Acquisition Media
13. Creative practice and consumer behaviour in direct marketing
14. Testing, budgeting and research in direct marketing

ABOUT THE AUTHOR
Alan Tapp is Senior Lecturer at Bristol Business School at the University of West England.

GLOBAL MARKETING, 4/e
Svend Hollensen
Madhumita Banerjee
ISBN: 978131728147
Pages: 792

ABOUT THE BOOK
Drawing on an incomparable breadth of international examples, Global Marketing, 4/e, not only demonstrates how global marketing works, but also how it relates to real decisions around the world. Written from the perspective of firms competing in international markets, irrespective of their country of origin, this book provides a complete and concentrated overview of the total international planning process.

FEATURES
■ A truly global marketing book, with new up-to-date cases and exhibits from all parts of the world, including Europe, the Middle East, Africa, the Far East, North and South America and India
■ Special focus on India, with several cases, exhibits and sections based on contemporary Indian organizations and their global marketing issues
■ Extensive coverage of hot topics such as blue ocean strategy, celebrity branding, brand piracy, and viral marketing
■ Coverage of the emerging market economies, global buyer–seller relationships and focus on SMEs as global marketing players

CONTENTS
Part I: The Decision whether to Internationalize
1. Global marketing in the firm
2. Initiation of internationalization
3. Internationalization theories
4. Development of the firm’s international competitiveness
Part II: Deciding Which Markets to Enter
5. Global marketing research
6. The political and economic environment
7. The sociocultural environment
8. The international market selection process

Part III: Market Entry Strategies
9. Some approaches to the choice of entry mode
10. Export modes
11. Intermediate entry modes
12. Hierarchical modes
13. International sourcing decisions and the role of the subsupplier

Part IV: Designing the Global Marketing Programme
14. Product decisions
15. Pricing decisions and the terms of doing business
16. Distribution decisions
17. Communication decisions (promotion strategies)

Part V: Implementing and Coordinating the Global Marketing Programme
18. Cross-cultural sales negotiations
19. Organization and control of the global marketing programme
20. Global e-marketing

ABOUT THE AUTHOR
Svend Hollensen is an Associate Professor at the University of Southern Denmark.

GLOBAL MARKETING, 9/e
Warren J. Keegan
Mark C. Green
ISBN: 9789352865284
Pages: 624

ABOUT THE BOOK
Marking the 20th anniversary of this series of textbooks, this Ninth Edition of Global Marketing builds on the tradition and successes of previous editions. Its environmental and strategic approach outlines the major dimensions of the global business environment. In this edition, as in all previous editions, the authors’ goal has been to write a book that’s authoritative in content yet relaxed and assured in style and tone. Students have consistently praised Global Marketing for its simple, readable language and clarity. The Ninth Edition brings global marketing out of the classroom and into the real world with up-to-date examples of questions, concerns, and crises facing global markets. New cases have been added while others have been revised as the text considers recent geopolitical developments and technological changes affecting global marketing.

FEATURES
■ NEW! and REVISED! Cases were written to encourage student interest and learning, stimulate class discussion, and enhance the classroom experience for students and instructors.
NEW! Updated to reflect recent geopolitical changes, the text includes material on uprisings in North Africa and the Arab world and changes in the political climate of China.

NEW! Considers the broad concerns of the eurozone and Russia.

NEW! Updates regarding the post-recession recovery of the United States.

Although all of these storylines continue to unfold as this edition goes to press, the text looks to offer up-to-date, original insights into the complexities and subtleties of these shifts in the external environment and their implications for global marketers.

The text is written in clear, simple, easy-to-understand language, providing conceptual and analytical tools that help and prepare students to understand global marketing.

NEW! All tables containing key company, country, and industry data have been updated.

UPDATED! Discussion of the BRICs nations has been updated to incorporate the impact of slowing growth in China and the decline of commodity prices.

NEW! New discussion of social media is integrated throughout the Ninth Edition. Chapter 15 has been completely revised and updated to include discussion of location-based mobile platforms, cloud computing, tablets, wearable devices, and other cutting-edge topics.

UPDATED! The Innovation, Entrepreneurship, and the Global Startup sidebar has been expanded to include profiles of more visionary business leaders from around the world.

CONTENTS
Part I: Introduction
1. Introduction to Global Marketing

Part II: The Global Marketing Environment
2. The Global Economic Environment
3. The Global Trade Environment
4. Social and Cultural Environments
5. The Political, Legal, and Regulatory Environments

Part III: Approaching Global Markets
6. Global Information Systems and Market Research
7. Segmentation, Targeting, and Positioning
8. Importing, Exporting, and Sourcing

Part IV: The Global Marketing Mix
10. Brand and Product Decisions in Global Marketing
11. Pricing Decisions
12. Global Marketing Channels and Physical Distribution
14. Global Marketing Communications Decisions II: Sales Promotion, Personal Selling, and Special Forms of Marketing Communication
15. Global Marketing and the Digital Revolution

Part V: Strategy and Leadership in the Twenty-First Century
16. Strategic Elements of Competitive Advantage
17. Leadership, Organization, and Corporate Social Responsibility

ABOUT THE BOOK
Global Marketing Management, Eighth Edition, presents the latest developments in global marketing within the context of the whole organization, making internal and external connections where appropriate for a deeper understanding of global business from a managerial point of view.

FEATURES
- Integrated discussion of Internet marketing throughout the book
- Intensified focus on culture’s influence on marketing communications both from the customer’s and manager’s perspective
- New chapter—Global Social and Environmental Responsibility
- Latest research and theory from the leading academic and business publications
- Illustrative stories adapted from current business management press
- Experiential exercises that require students to apply concepts presented in the chapter to realistic business situations
- Chapter-at-a-glance outline for easy identification of the chapter structure and main topics
- Cases cover consumer, industrial, low tech and high tech, product and services marketing and include companies like Ikea, Harley Davidson, and Swatch.
- A special focus on the big emerging markets. China and India, in particular, but also Brazil, Russia, South Africa, Indonesia, and Turkey (the BRIC-ITs) and countries in all of the emerging world regions from the Americas, Asia, Europe, the Middle East, and Africa.

CONTENTS
1. Introduction to Global Marketing
2. The Global Economic Environment
3. The Political, Legal, and Regulatory Environments of Global Marketing
4. The Global Cultural Environment
5. Global Customers
6. Global Marketing Information Systems and Research
7. Segmentation, Targeting, and Positioning
8. Global Entry and Expansion Strategies
9. Competitive Analysis and Strategy
10. Product Decisions
11. Pricing Decisions
12. Global Marketing Channels
13. Global Integrated Marketing Communications
14. Global Organization and Leadership: Managing the Global Marketing Effort
15. The Future of Global Marketing

ABOUT THE AUTHOR
Gautam Dutta

ABOUT THE BOOK
Global Marketing, explores the concept that in most countries around the world, there is a spurt of interest in the globalization of businesses, whether they are small or big.

FEATURES
• The opening vignettes are strategically placed to kindle curiosity in students and, more importantly, to create a learning focus. The end-of-chapter questions, exercises, references and further reading sections are intended to encourage the readers in their areas of interest. In addition to providing an in-depth understanding of global marketing, the book also suggests effective tools and techniques that budding managers can adopt in a global company set-up. Further, the book has been written keeping in mind the requirement of a teacher who is offering a three-credit course in global marketing where each chapter of the book can be considered as inputs for each session.

CONTENTS
1. Global Market Participation Decisions
2. Negotiating Cultural Factors
3. Negotiating Political-Legal Factors
4. Negotiating Economic Environment
5. Deciding on International Market Section
6. Deciding on Entry Modes
7. Deciding on Product
8. Deciding on Brand
9. Deciding on Pricing
10. Deciding on Distribution
11. Deciding on Global Promotion
12. Research Agenda in Cross-border Marketing
13. Organising for Global Marketing

ABOUT THE AUTHOR
Gautam Dutta is a Faculty Member in the Marketing Discipline at Indian Institute of Foreign Trade Delhi, Kolkata.

TESTIMONIALS
This book introduces a conceptual and pragmatic framework for export market identification. As a concept, it is a ‘must-know’ and ‘must-read’ for entrepreneurs venturing into international business, both potential and existing. It will be useful not only for penetrating the markets but also for expanding existing international ventures.

Sanjeev Nandwani, Additional DGFT & Zonal Development Commissioner for SEZ’ (East & NE Region)

The inputs that have been assimilated in the text shall undoubtedly lead the readers to the best understanding of the fundamentals required to be successful in the sphere of global marketing. By incorporating so many Indian cases and examples, the Indian marketing plane has been virtually linked to the difficult terrain of world marketing practices. It will, in fact, inculcate a new passion among potential Indian marketers aiming at globally acclaimed marketing practices.

Dr P K Haldar Professor & Immediate Past Head, Department of Commerce & Former Dean, Faculty of Arts & Commerce, Tripura University

The main USP of the book are the Indian case studies. Students and readers will definitely find Mahindra or Mirza case studies refreshing and relevant. This will help students who are pursuing international business course.

Professor Subhrangshu Sekhar Sarkar
Dean, Management Studies Tezpur University, Assam

Marketing

CASE STUDIES IN MARKETING
Sidharth Balakrishna

ABOUT THE BOOK
Highly readable and up-to-date, this casebook provides marketing students with the opportunity to gain valuable experience in case analysis through active participation.
and discussions. They also foster learning through the development of independent thought, creativity, interpersonal communication, and decision-making skills. This collection of twelve cases is drawn from different sectors like FMCG, automobiles, and the petroleum sector.

FEATURES
- Presents the most up-to-date and contemporary case scenarios, from companies like Hindustan Unilever, BPCL, and Maruti
- Designed so that students can work individually or as teams
- Makes classroom more interactive through different approaches like discussion questions and class discussions
- The cases running across diverse industries equip students with the dynamics of the current industrial status, preparing them for applications in real-world situations

CONTENTS
1. Fair and Lovely: Creating Demand
2. BPCL: Ushering in a Retail Revolution
3. Frooti’s Innovative Campaign
4. Britannia Industries Ltd.: Revitalizing a Brand
5. Haldiram’s: Getting the Four Ps Right
6. Maruti Suzuki
7. Coca-Cola
8. Bharti Airtel: Ringing in a Revolution
9. All Out’s Audacious Strategy
10. Discovery Channel: Going Local
11. Project Shakti: Tapping the Fortune at the Bottom of the Pyramid
12. Food for Further Thought

ABOUT THE AUTHOR
Sidharth Balakrishna is a management consultant and an alumnus of IIM Calcutta, who has been involved in MBA coaching for almost seven years now.

Marketing Management

ABOUT THE BOOK
This edition has been updated keeping in view the tremendous disruptions in the business models due to the ongoing globalization, the increasing role of corporate social responsibility; technological advancement, growth in e-commerce, increasing digital communication, the growing impact of social media, and the widespread use of data analytics, marketing automation, and artificial intelligence. These created opportunities as well as challenges for businesses. Co-authored by noted academicians, Professor Kevin Lane Keller, Professor Alexander Chernev, Professor Jagdish N. Sheth and Professor G. Shainesh, the book continues to draw on the rich findings of various scientific disciplines—such as economics, behavioral science, and management theory—for fundamental concepts and tools that are directly applicable to marketing challenges and opportunities. Enriched with Indian cases studies, the text is comprehensive, lucid, and engaging at the same time, with the latest examples that illustrate effective marketing principles, strategies, and practices. The points of discussion and the discourse on the topics are useful not just for the students of marketing but also for practicing managers to design and execute successful marketing strategies.

FEATURES

Chapter Opening Case Studies
- Marketing Insight emphasises a key marketing concept for in-depth coverage and better understanding
- Marketing Spotlight—relevant real-world cases of companies and brands to illustrate the marketing concepts
- Chapter-end summary for a comprehensive and quick review.

Highlights of this Edition
- Feature enriched and updated content considering the tremendous evolution in business models owing to digitalization, social media marketing, growing e-commerce, and direct-to-consumer business.
- Over 55 Case studies of leading Indian brands like Amul, Asian Paints, Bajaj, Bandhan Bank, Biocon, Cadbury,
- Eureka Forbes, Fabindia, Fevicil, HDFC Bank, Infosys, Kaya Clinic, Mahindra, Maruti Suzuki, Paperboat,
- Reliance Jio, SBI Yono, Taj Hotels, Tata Motors, Titan, Tata Trusts, Titan, TCS, Vipro, and many more
- Explores cases of new-age businesses like bigbasket, Clirnet, cult.fit.

CONTENTS

1. Defining Marketing for the New Realities
2. Marketing Planning and Management

Part 2: Understanding the Market
3. Analyzing Consumer Markets
4. Analyzing Business Markets
5. Conducting Marketing Research

Part 3: Developing a Viable Market Strategy
6. Identifying Market Segments and Target Customers
7. Crafting a Customer Value Proposition and Positioning

Part 4: Designing Value
8. Designing and Managing Products
9. Designing and Managing Services
10. Building Strong Brands
11. Managing Pricing and Sales Promotions

Part 5: Communicating Value
12. Managing Marketing Communications

ISBN: 9789356062665
Pages: 632

in.pearson.com
13. Designing an Integrated Marketing Campaign in the Digital Age
14. Personal Selling and Direct Marketing

Part 6: Delivering Value
15. Designing and Managing Distribution Channels
16. Managing Retailing

Part 7: Managing Growth
17. Driving Growth in Competitive Markets
18. Developing New Market Offerings
20. Tapping into Global Markets
21. Socially Responsible Marketing

ABOUT THE AUTHOR
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Alexander Chernev, Northwestern University
Jagdish N. Sheth, Emory University
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INTERNET MARKETING: STRATEGY, IMPLEMENTATION AND PRACTICE, 3/e
Dave Chaffey

ABOUT THE BOOK
Internet Marketing: Strategy, Implementation and Practice, 3/e, is a comprehensive guide to how organisations can use the Internet to support their marketing activities and covers all aspects of the subject, from environmental analysis to strategy development and implementation. Now in its third edition, Internet Marketing is an invaluable resource for all students studying e-marketing, e-commerce or Internet marketing at second, third or postgraduate level, as well as specialist courses involving Internet marketing. It should also prove particularly useful for practitioners wishing to update their e-marketing skills.

FEATURES
- Comprehensive coverage of all the major aspects of marketing on the internet, including internet marketing communications, relationship marketing on the internet, and online service quality
- Greater focus on strategy and development, with a revised chapter on Improving E-Marketing Performance

CONTENTS
Part I: Internet marketing fundamentals
1. Introduction to Internet marketing
2. The Internet micro-environment

Part II: Internet strategy development
4. Internet marketing strategy
5. The Internet marketing mix
6. Relationship marketing using the Internet

Part III: Internet marketing: implementation and practice
7. Delivering online service quality
8. Interactive marketing communications
9. NEW NAME! Improving E-Marketing Performance
10. Business-to-Consumer Internet marketing
11. Business-to-Business Internet Marketing

ABOUT THE AUTHOR
Dave Chaffey, University of Derby
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Unit I: Basics of Digital Marketing
1. Introduction to Digital Marketing
2. Digital Marketing Models Creation
3. The Consumer for Digital Marketing

Unit II: Digital Marketing Strategy Development
4. Digital Marketing Assessment Phase
5. Digital Marketing Strategy Definition

Unit III: Digital Marketing Planning & Setup
6. Digital Marketing Communications and Channel Mix
7. Digital Marketing Operations Set-up

Unit IV: Digital Marketing Execution
8. Digital Marketing Campaign Management
9. Digital Marketing Execution Elements

Unit V: Digital Business—Present & Future
10. Digital Marketing—Landscape and Emerging Areas
11. A Career in Digital Marketing

ABOUT THE AUTHOR
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A FRAMEWORK FOR MARKETING MANAGEMENT, 6/e
Philip Kotler
Kevin Keller

ISBN: 9789332575394
Pages: 344

ABOUT THE BOOK
A succinct guide to 21st century marketing management.

Framework for Marketing Management is a concise, streamlined version of Kotler and Keller’s fifteenth edition of Marketing Management, a comprehensive look at marketing strategy. The book’s efficient coverage of current marketing management practices makes for a short yet thorough text that provides the perfect supplement for incorporated simulations, projects, and cases.

The Sixth Edition approaches the topic of marketing from a current standpoint, focusing its information and strategy on the realities of 21st century marketing. Individuals, groups, and companies alike can modernize their marketing strategies to comply with 21st century standards by engaging in this succinct yet comprehensive text.

FEATURES
- Framework for Marketing Management uses the following features to facilitate learning:
  - A concise yet exhaustive text provides flexibility in the classroom.
  - NEW! A comprehensive organization of the text around three major 21st century themes provides a current lens through which to view the following subjects:
    - Globalization
    - Technology
    - Social Responsibility (both individual and societal)
    - NEW! Chapter 16: Managing Digital Communications: Online, Social Media, and Mobile adds extended coverage of the latest digital trends and their impact on marketing to the text.
    - NEW! Major 21st century developments are covered extensively throughout the text, including:
      - Omnichannel marketing
      - Mobile apps
      - Geofencing and mobile commerce
      - Privacy concerns
      - Shopper marketing
      - Sharing economy
    - UPDATED! Reorganized chapter content creates a more fluid flow information
    - NEW! Opening Vignettes at the beginning of each chapter demonstrate marketing management at major companies that introduce major chapter concepts with real examples. Companies featured include:
      - Linkedin
      - PepsiCo
      - USA A
      - Gatorade
      - Pandora
      - Cisco
      - Patagonia

ABOUT THE AUTHORS
Philip Kotler is an American marketing author, consultant, and professor; currently the S. C. Johnson Distinguished Professor of International Marketing at the Kellogg School of Management at Northwestern University.

Kevin Lane Keller is the E. B. Osborn Professor of Marketing at the Tuck School of Business at Dartmouth College.
ABOUT THE BOOK

In a fast-changing, increasingly digital and social marketplace, it’s more vital than ever for marketers to develop meaningful connections with their customers. Principles of Marketing, 15/e, helps students master today’s key marketing challenge: to create vibrant, interactive communities of consumers who make products and brands an integral part of their daily lives. To help students understand how to create value and build customer relationships, Kotler and Armstrong present fundamental marketing information within an innovative customer-value framework.

Thoroughly revised to reflect the major trends impacting contemporary marketing, this edition is packed with stories illustrating how companies use new digital technologies to maximize customer engagement and shape brand conversations, experiences, and communities.

FEATURES

■ The seventeenth edition adds fresh coverage in both traditional marketing areas and on fast-changing and trending topics
■ This new edition continues to build on its customer engagement framework—creating direct and continuous customer involvement in shaping brands, brand conversations, brand experiences, and brand community. New coverage and fresh examples throughout the text address the latest customer engagement tools, practices, and developments.
■ The text's active and integrative presentation includes learning enhancements such as annotated chapter-opening stories, a chapter-opening objective outline, explanatory author comments on major chapter sections and figures, and Real Marketing highlights that provide in-depth examples of marketing concepts and practices at work.
■ The seventeenth edition provides new discussions and examples of the growth in global marketing.
■ The seventeenth edition of Principles of Marketing builds on five major customer value and engagement themes
■ This edition, takes a practical marketing-management approach, providing countless in-depth, real-life examples and stories that engage students with marketing concepts and bring modern marketing to life.
■ A wealth of chapter-opening, within-chapter, and end-of-chapter learning devices help students to learn, link, and apply major concepts:
■ Content rich case studies have been added

CONTENTS

Part 1 Defining Marketing and the Marketing Process
1. Marketing; Creating Customer Value and Engagement
2. Company and Marketing Strategy; Partnering to Build Customer Engagement, Value, and Relationships

Part 2: Understanding the Marketplace and Consumer Value
3. Analyzing the Marketing Environment
4. Managing Marketing Information to Gain Customer Insights
5. Consumer Markets and Buyer Behavior
6. Business Markets and Business Buyer Behavior

Part 3: Designing a Customer Value–Driven Strategy and Mix
7. Customer Value–Driven Marketing Strategy; Creating Value for Target Customers
8. Products, Services, and Brands; Building Customer Value
9. Developing New Products and Managing the Product Life Cycle
10. Pricing; Understanding and Capturing Customer Value
11. Pricing Strategies; Additional Considerations
12. Marketing Channels; Delivering Customer Value
13. Retailing and Wholesaling
15. Advertising and Public Relations
16. Personal Selling and Sales Promotion
17. Direct, Online, Social Media, and Mobile Marketing

Part 4: Extending Marketing
18. Creating Competitive Advantage
19. The Global Marketplace
20. Sustainable Marketing; Social Responsibility and Ethics

ABOUT THE AUTHORS

Philip Kotler is S. C. Johnson and Son Distinguished Professor of International Marketing at the Kellogg School of Management, Northwestern University.
Gary Armstrong is Crist W. Blackwell Distinguished Professor Emeritus of Undergraduate Education in the Kenan-Flagler Business School at the University of North Carolina at Chapel Hill.
Introduction shows students how customer value—creating it and capturing it—drives every effective marketing strategy. Using an organization and learning design that includes real-world examples and information that help bring marketing to life, the text gives readers everything they need to know about marketing in an effective and engaging total learning package.

The Thirteenth Edition reflects the latest trends in marketing, including new coverage on online, social media, mobile, and other digital technologies, leaving students with a richer understanding of basic marketing concepts, strategies, and practices.

FEATURES

- Marketing at Work highlights provide countless in-depth, real-life examples and stories from Netflix, Google, Amazon, Nike, Harley-Davidson, and more, which engage students with basic marketing concepts and bring the marketing journey to life. Every chapter contains a First Stop opening story plus Marketing at Work highlight features that reveal the drama of modern marketing.

- End-of-chapter features summarize important chapter concepts and highlight important themes, such as marketing ethics; financial marketing analysis; and online, mobile, and social media marketing, facilitating student understanding and ease of learning.

- UPDATED! Discussions and examples of the explosive impact of exciting new digital marketing technologies—from online, mobile, and social media engagement technologies; to “real-time listening” and “big data” research tools; real-time dynamic pricing; digitizing the in-store retail shopping experience, and social selling; as well as other new communications technologies

- Coverage in both traditional marketing areas and on fast-changing and trending topics, such as customer engagement marketing, customer co-creation and empowerment, real-time customer listening and marketing, consumer privacy, sustainability, global marketing, and much more.

CONTENTS

Part 1: Defining Marketing and the Marketing Process
1. Marketing Creating Customer Value and Engagement
2. Company and Marketing Strategy Partnering to Build Customer Engagement, Value, and Relationships

Part 2: Understanding the Marketplace and Customer Value
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5. Understanding Consumer and Business Buyer Behavior

Part 3: Designing a Customer Value-Driven Marketing Strategy and Mix
6. Customer Value-Driven Marketing Strategy Creating Value for Target Customers
7. Product, Services, and Brands Building Customer Value
8. Developing New Products and Managing the Product Life Cycle
9. Pricing Understanding and Capturing Customer Value
10. Marketing Channels Delivering Customer Value
11. Retailing and Wholesaling

Part 4: Extending Marketing
12. Engaging Customers and Communicating Customer Value Advertising and Public Relations
13. Personal Selling and Sales Promotion
14. Direct, Online, Social Media, and Mobile Marketing

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Gary Armstrong is Crist W. Blackwell Distinguished Professor Emeritus of Undergraduate Education in the Kenan-Flagler Business School at the University of North Carolina at Chapel Hill. He holds undergraduate and masters degrees in business from Wayne State University in Detroit, and he received his Ph.D. in marketing from Northwestern University.

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MARKETING MANAGEMENT: INDIAN CASES

Prachi Gupta
Ashita Aggarwal
Hufrish Majra
Isaac Jacob

ABOUT THE BOOK

Marketing Management: Indian Cases is a casebook companion aimed to help readers understand the concepts of marketing in the Indian context. The booklet carries 23 contemporary cases which provide in-depth analysis of different marketing principles and theories as applied by various companies in India and Asia. This casebook will be useful for students pursuing MBA and PGDBM courses.

FEATURES

- Explore marketing mix with MTR Foods
- Understand customer value with India’s e-commerce space and Flipkart
- Delve into the world of Information System and data utilization with Starbucks and Amazon
Learn to leverage corporate trust and technology strength in the B2B market with Zicom
Comprehend marketer’s challenges and complexities with Facebook’s strategies in India and China
Mahindra & Mahindra explains consumer segmentation strategies
Kelloggs Corn Flakes shows the way to find market for a product
Fevicol demonstrates how to reinvent brand and sales
Oreo illustrates the advantages of effective integrated marketing communication
Comprehend digital marketing with Wonder Cement
Unilever shows the way to build brand and market with holistic marketing initiatives

CONTENTS
1. MTR Foods – A Marketing Marvel
2. Customer Value – Explored, Created, Communicated & Delivered
3. Customer Loyalty – The Ultimate objective of every Marketer
4. Starbucks India: The Human Coffee Experience
5. The Techy Amazon Insight
6. Consumer Behaviour – its wide facets and deep implications
7. ZICOM – Leveraging Corporate Trust and Technical Strengths in the B2B Market
8. Facebook: Business Connections in India and China
9. Who will buy XYLO- Mahindra and Mahindra Automotive Sector
10. Kelloggs Cornflakes in India: Finding a platform that connects
11. Nivea – Managing a Legacy Brand
12. The Call of the Competition
13. Fevicol- The Iconic Bond
14. Designing and managing services
15. Aachi Masala – Entering the North Indian Masala category
16. Slicerooms: A Slice of Time, A cut of profits!
17. Oreo In India – Launching and Establishing a Global Brand in India Using Integrated Marketing Communications effectively
18. Wonder Cement – Building a strong brand Through Digital marketing
19. A case study on Direct Marketing of Wedding Return Gifts
20. Selling process in Animal Nutrition and Health Industry
21. Amazon.com adapts its Retail Business in India
22. E-Marketing Models: Retailers Perspectives a case of Groupon
23. Unilever: working beyond the horizon
11. Dealing with Field Work and Data Quality Issues
13. Implementing Basic Differences Tests
14. Making Use of Associations Tests
15. Understanding Regression Analysis Basics
16. The Research Report

ABOUT THE AUTHOR
Alvin C. Burns is the Ourso Distinguished Chair of Marketing and Chairperson of Marketing in the E. J. Ourso College of Business Administration at Louisiana State University. Ronald F. Bush is Distinguished University Professor of Marketing at the University of West Florida.

MARKETING RESEARCH: AN APPLIED ORIENTATION, 7/e
Naresh K. Malhotra
Satyabhushan Dash
ISBN: 9789353433291
Pages: 996

ABOUT THE BOOK
Marketing Research: An Applied Orientation, 7/e, takes a unique applied and managerial orientation that illustrates the interaction between marketing-research decisions and marketing management decisions. This text is comprehensive, practical, and presents balanced coverage of both qualitative and quantitative material. The seventh edition is even more current, contemporary, illustrative, and sensitive to user needs.

FEATURES
- New cases on marketing research firms and tools Purple Audacity, IMRB, Qualysis Research considered as standard in the industry
- The vignette titled ‘Real Research’ features real companies from a wide range of businesses, both big and small.
- Decision Research includes scenarios that present a real-life marketing situation and ask the student to assume the role of a consultant and recommend appropriate marketing research and management decisions.
- Active Research consists of short, integrated, and manager-oriented exercises in which students have the opportunity to do research on the Internet and play the role of a marketing researcher and a marketing manager.
- Experiential Research exercises allow students to act out the research concepts discussed in the chapter.
- Project Research uses a real-life project that covers all aspects of marketing research and is used as a running example throughout the book.

CONTENTS
Part I: Introduction and Early Phases of Marketing Research
1. Introduction to Marketing Research
2. Defining the Marketing Research Problem and Developing an Approach

Part II: Research Design Formulation
3. Research Design
4. Exploratory Research Design: Secondary Data
5. Exploratory Research Design: Qualitative Research
6. Descriptive Research Design: Survey and Observation
7. Causal Research Design: Experimentation
8. Measurement and Scaling: Fundamentals and Comparative Scaling
9. Measurement and Scaling: Noncomparative Scaling Techniques
10. Questionnaire and Form Design
11. Sampling: Design and Procedures
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Part III: Data Collection, Preparation, Analysis, and Reporting
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15. Frequency Distribution, Cross-Tabulation, and Hypothesis Testing
16. Analysis of Variance and Covariance
17. Correlation and Regression
18. Discriminant and Logit Analysis
19. Factor Analysis
20. Cluster Analysis
21. Multidimensional Scaling and Conjoint Analysis
22. Structural Equation Modeling and Path Analysis
23. Report Preparation and Presentation
24. International Marketing Research

ABOUT THE AUTHORS
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ESSENTIALS OF MARKETING RESEARCH: A HANDS-ON ORIENTATION, 1/e
Naresh K. Malhotra
ISBN: 9789332571198
Pages: 432

ABOUT THE BOOK
Essentials of Marketing Research: A Hands-On Orientation, presents a concise overview of marketing research via a do-it-yourself approach that engages students. Building on the foundation of his successful previous titles—Basic Marketing Research: Integration
Essentials of Marketing Research is organized around the well-accepted six-step framework for conducting marketing research, which imparts structure and unifies content. The steps are as follows:

- Problem definition
- Approach to the problem
- Research design
- Field work
- Data preparation and analysis
- Communicating the research via a formal report

A six-step process diagram appears in each chapter, showing how the chapter content relates to this framework.

One of the book’s strengths is the way it illustrates the interaction between marketing research decisions and marketing management decisions. Each chapter shows how marketing research decisions influence marketing management decisions and vice versa, yielding a highly applied and managerial learning experience. The text shows how marketing researchers apply various marketing concepts and techniques, and how managers implement marketing research findings in order to improve marketing results.

FEATURES

- Give students a framework for understanding
- Essentials of Marketing Research is organized around the well-accepted six-step framework for conducting marketing research, which imparts structure and unifies content. The steps are as follows:
  - Problem definition
  - Approach to the problem
  - Research design
  - Field work
  - Data preparation and analysis
  - Communicating the research via a formal report
- A six-step process diagram appears in each chapter, showing how the chapter content relates to this framework.
- One of the book’s strengths is the way it illustrates the interaction between marketing research decisions and marketing management decisions. Each chapter shows how marketing research decisions influence marketing management decisions and vice versa, yielding a highly applied and managerial learning experience. The text shows how marketing researchers apply various marketing concepts and techniques, and how managers implement marketing research findings in order to improve marketing results.

CONTENTS

Part 1: Introduction and Early Phases of Marketing Research
1. Introduction to Marketing Research
2. Defining the Marketing Research Problem and Developing an Approach

Part 2: Research Design Formulation
3. Research Design, Secondary and Syndicated Data
4. Qualitative Research
5. Survey and Observation
6. Experimentation and Causal Research
7. Measurement and Scaling
8. Questionnaire and Form Design
9. Sampling Design and Procedures

Part 3: Data Collection, Analysis, and Reporting
10. Data Collection and Preparation
12. Data Analysis: Hypothesis Testing Related to Differences, Correlation, and Regression
13. Report Preparation and Presentation
Running Case with Real Data and Questionnaire
Comprehensive Critical Thinking Case
Comprehensive Cases with Real Data and Questionnaires

ABOUT THE BOOK

Business Research Methods, 2e, provides students with the knowledge, understanding and necessary skills to conduct business research. The reader is taken step-by-step through a range of contemporary research methods, while numerous worked examples and real-life case studies enable students to relate with the context and thus grasp concepts effectively. Keeping in mind the developments in the subject area and necessary feedback from the users of this book, the latest edition has been extensively revised to include the necessary updates. The revision has been carried out in three ways: (i) by adding a few topics in existing chapters, (ii) by restructuring chapters pertaining to multivariate techniques, and (iii) by including a new chapter – Chapter 20: Confirmatory Factor Analysis, Structural Equation Modelling and Path Analysis.

FEATURES

- New topics: In Chapter 3, reliability analysis is discussed as an appendix. In Chapter 12, three new topics – post hoc comparisons in ANOVA, three-way ANOVA and multivariate analysis of variance (MANOVA) – have been included. As a routine feature of the book, use of SPSS for all these topics have also been discussed.
- Restructuring Chapters of Multivariate Techniques: Chapter 17 is being restructured as ‘Discriminant Analysis and Logistic Analysis’ with the latter as a newly inserted topic. Chapter 18 is also being rearranged by including two important topics: Factor Analysis and Cluster Analysis.
- New Chapter: A new chapter covering Confirmatory Factor Analysis, Structural Equation Modelling and Path Analysis has been introduced as Chapter 20.

ABOUT THE AUTHOR

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Research Methodology

BUSINESS RESEARCH METHODS, 2/e

Naval Bajpai

ISBN: 9789332585515
Pages: 856

E-Book Available

ABOUT THE AUTHOR

Naval Bajpai

ISBN: 9789332585515
Pages: 856

E-Book Available

Additional Reading Material: This edition also gives readers access to Pearson’s online portal, MLSA, which is a widely popular repository for various additional reading and practice material.
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**Part I: Introduction to Business Research**
1. Business Research Methods: An Introduction
2. Business Research Process Design

**Part II Research Design Formulation**
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4. Questionnaire Design
5. Sampling and Sampling Distributions

**Part III Sources and Collection of Data**
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7. Data Collection: Survey and Observation
8. Experimentation
9. Fieldwork and Data Preparation

**Part IV Data Analysis and Presentation**
10. Statistical Inference: Hypothesis Testing for Single Populations
11. Statistical Inference: Hypothesis Testing for Two Populations
12. Analysis of Variance and Experimental Designs
13. Hypothesis Testing for Categorical Data (Chi-Square Test)
14. Non-Parametric Statistics
15. Correlation and Simple Linear Regression Analysis
16. Multiple Regression Analysis
17. Discriminant Analysis and Logistic Regression Analysis
18. Factor Analysis and Cluster Analysis
19. Conjoint Analysis, Multidimensional Scaling and Correspondence Analysis
20. Confirmatory Factor Analysis, Structural Equation Modeling and Path Analysis

**Part V Result Presentation**
21. Presentation of Result: Report Writing

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### ABOUT THE AUTHOR

Naval Bajpai is a Professor of Statistics at the ABV Indian Institute of Information Technology and Management, Gwalior.

### ABOUT THE BOOK

This book offers a standardized approach for research aspirants working in the various areas. At the same time, all the major topics in social research have also been detailed thoroughly which makes this book a very good frame of study for students and researchers in diverse fields. This book charts new and evolving terrain of social research by covering qualitative, quantitative and mixed approach. The chapters has extensive number of case studies that help researchers to understand practical implications of the research and includes plenty of diagrammatic representations for easy understanding of various theories and procedures. Each phase of research is explained in detail so that even beginners can also effectively utilize this book. It is written in a highly interactive manner, which makes for an interesting read. Templates of technical report, business report and research reports are also included in the book. This provides the reader with a hands-on experience.

### FEATURES

- The document generation tool LaTeX and its various options are explained fully with sample codes and outputs.
- Numerous exercises, case studies and solved examples make this book unique.
- Testing procedures, representations of results are mentioned in the same flow like the way how the original research is carried out.
- Real time common research problems are handled for better understanding
- Solution-oriented research problems are designed to emphasize the importance on systematic problem solving.

## CONTENTS

1. Introduction
2. Research Formulation and Literature Review
3. Data Collection
4. Basic Statistical Measures
5. Data Analysis
6. Research Design
7. Hypothesis Formulation and Testing
8. Test Procedures
9. Models for Science and Business
10. Social Research
11. Presentation of the Research Work
12. LaTeX-Document Generation Tool

### ABOUT THE AUTHOR

Dr. S. S. Vinod Chandra is working as the Director, Computer Centre, University of Kerala. Since 1999, he has taught in various Engineering Colleges in Kerala. Dr. S. S. Vinod Chandra holds a Ph.D. from University of Kerala and M.Tech. from CUSAT with first rank. He has discovered four microRNAs in the human cell. He has five IPRs in algorithms.

Dr. S. Anand Hareendran is currently working as an Associate Professor, Department of Computer Science and Engineering, Muthoot Institute of Technology and Science, Kochi. He obtained his Ph.D. in Computer Science from University of Kerala. His current areas of research include machine learning algorithms, association rule mining and bioinspired methodologies. He has a modest number of research journal publications and has two IPRs in algorithm formulation.
ABOUT THE BOOK
The subject of Management Research Methodology is enthralling and complex. A student or a practitioner of management research is beguiled by uncertainties in the search and identification of the research problem, intrigued by the ramifications of research design, and confounded by obstacles in obtaining accurate data and complexities of data analysis. This book seeks a balanced treatment of all these aspects and blends problem-solving techniques, creativity aspects, mathematical modelling and heuristic approaches in order to present the subject of Management Research Methodology in a lucid and easily understandable way.

FEATURES
- Clear explanation of concepts and principles
- Chapter objectives in each chapter
- Practice questions and numerical problems in each chapter
- Selected suggested readings for each chapter
- Inclusion of special topics like creativity, soft system methodology, mathematical modelling and heuristic programming
- Glossary of key terms

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1. Scientific Method
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Part II. Research Problem
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4. Formulation of Research Problem
5. Research Proposal

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6. Experimental Research
7. Ex Post Facto Research
8. Modeling Research I
9. Modeling Research II—Heuristics and Simulation

Part IV. Research Design for Data Acquisition
10. Measurement Design
11. Sample Design

Part V. Acquisition and Preparation of Research Data
12. Data Collection Procedures
13. Data Preparation and Preliminary Data Analysis

Part VI. Data Analysis and Reporting
14. Hypothesis Testing—Univariate Analysis
15. Bivariate Analysis and Hypothesis Testing
16. Analysis of Experimental Data
17. Multivariate Analysis of Data—Dependence Analysis
18. Multivariate Analysis of Data II—Interdependence Analysis
19. Report Writing

ABOUT THE AUTHORS
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M. Mathirajan is Principal Research Scientist at the Department of Management Studies, Indian Institute of Science, Bangalore
6. Negotiating access and research ethics
7. Selecting samples
8. Using secondary data
9. Collecting primary data through observation
10. Collecting primary data using semi-structured, in-depth and group interviews
11. Collecting primary data using questionnaires
12. Analysing quantitative data
13. Analysing qualitative data
14. Writing and presenting your project report

ABOUT THE AUTHORS
Mark Saunders is Professor of Business Research Methods at School of Management, University of Surrey
Philip Lewis and Adrian Thornhill are former Principal Lecturers, Gloucestershire Business School, University of Gloucestershire

ABOUT THE BOOK
Retail Management: A Strategic Approach, 13/e is a contemporary text which will enable the readers to thrive in today's retailing industry. It advocates one of the fundamental principle that retailers have to plan for and adapt to an ever-changing and complex environment. Without a pre-planned strategy, retailers may fail and be unable to cope with the market environment. This text helps readers become good retail planners and decision makers. This edition includes updated data which reflects the current global economic scenario with an extensive coverage of omnichannel retailing.

FEATURES
- All data and examples reflect current Indian economic and world situations as much as possible, incorporating the need to take into account the economic environment that has dramatically affected so many businesses and consumers.
- Boxes include thought-provoking questions on technology in retailing in India, retailing around the world, ethics in Indian retailing, and careers in retailing.
- Many photos and images have been replaced and updated throughout.
- A strategic decision-making orientation, with many illustrative flowcharts, figures, tables, and photos. The chapter coverage is geared to the six steps used in developing and applying a retail strategy, which are first described in Chapter 1.
- Full coverage of all major retailing topics—including merchandising, consumer behavior, information systems, omnichannel retailing, store location, operations, logistics, service retailing, the retail audit, retail institutions, franchising, human resource management, computerization, and retailing in a changing environment.
- A real-world approach focusing on both small and large retailers.
- Updated Indian retail cases have been added as in Shoppers Stop, Café Coffee Day, P C Chandra Jewellers, Airtel, Landmark, Ferns & Petals, Crossword and many more.

CONTENTS
Part 1: An Overview of Strategic Retail Management
1. An Introduction to Retailing
2. Building and Sustaining Relationships in Retailing
3. Strategic Planning in Retailing

Part 2: Situation Analysis
4. Retail Institutions by Ownership
5. Retail Institutions by Store-Based Strategy Mix
6. Web, Nonstore-Based, and Other Forms of Nontraditional Retailing

Part 3: Targeting Customers and Gathering Information
7. Identifying and Understanding Consumers
8. Information Gathering and Processing in Retailing

Part 4: Choosing a Store Location
9. Trading-Area Analysis
10. Site Selection

Part 5: Managing a Retail Business
11. Retail Organization and Human Resource Management
13. Operations Management: Operational Dimensions

Part 6: Merchandise Management and Pricing
14. Developing Merchandise Plans
15. Implementing Merchandise Plans
16. Financial Merchandise Management
17. Pricing in Retailing

Part 7: Communicating with the Customer
18. Establishing and Maintaining a Retail Image
19. Promotional Strategy

Part 8: Putting It All Together
20. Integrating and Controlling the Retail Strategy

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Latest data on rural markets from Census 2011 has been

The chapter 'Future of Rural Marketing' has now become

A chapter on 'Role of Government in Rural India' has been

The present edition, while retaining the key strengths of the previous edition, builds on it by introducing new material relevant for today's readers. The pedagogy of the book has been expanded to make learning easier and interesting. It includes learning objectives, chapter opening vignettes, snapshots, memo boxes and many more features.

FEATURES

- A chapter on 'Role of Government in Rural India' has been added as Chapter 12.
- The chapter 'Future of Rural Marketing' has now become Chapter 13.
- Latest data on rural markets from Census 2011 has been included.
- New cases and discussion questions have been added in various chapters to make the text relevant to the current scenario.

CONTENTS

1. The Call of Rural India
2. The Rural Marketing Environment
3. Rural Consumer Behaviour
4. Rural Marketing Research
5. Segmenting and Targeting Rural Markets
6. Product Strategy
7. Pricing Strategies
8. Distribution in Rural Markets
9. Communication Strategies for Rural Markets
10. Rural Services Marketing
11. Marketing in Small Towns
12. Role of Government in Rural India
13. The Future of Rural Marketing
10. Rural Retailing
11. Promotion Strategy

**Part IV: Applications**

12. Marketing of Consumer Products
13. Marketing of Agri-inputs
14. Marketing of Services
15. Social Marketing
16. Agricultural Marketing
17. Marketing of Rural Industry Products

**Part V: Looking Into the Future**

18. Future of Rural Marketing

**Part VI Cases**

**ABOUT THE AUTHORS**

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**Services Marketing**

**SERVICES MARKETING, 2/e**

K. Rama Mohana Rao

ISBN: 9788131732250
Pages: 584

**E-Book Available**

**ABOUT THE BOOK**

The last thirty years have witnessed a steady increase in the contribution of the services sector to economic growth. In fact, the contribution of services to the economies of the USA—the first to be declared a service economy with the services sector contributing more than 50 per cent of the GDP—and other developed countries continues to grow even now. However, in recent times, even developing economies have come to rely on the services sector for economic growth. Organizations have come to realize that services—characterized by intangibility, perishability and variability—are different from goods; hence, their marketing requires the use of specifically formulated strategies. It is no surprise then that services marketing has evolved as a specialized branch of study. Present-day managers need this knowledge to effectively drive the growth of their organizations. The second edition of Services Marketing, with an enhanced conceptual foundation, meets this requirement of students, managers and marketing professionals. This thoroughly revised and updated edition retains the best loved features of the first edition, while improving on the pedagogy. The enhanced pedagogy and coverage in this edition in conjunction with the lucid and pithy style of the author make this book perfect for students of business administration, commerce and management.

**FEATURES**

- Improved Pedagogy: Opening vignettes, caselets, margin notes and assignments added to each chapter to highlight real-problems and organizational strategies and to foster the analytical and problem solving abilities of students
- Cases: Five short cases appended at the end of the book to encourage students to explore the real-world problems that services organizations face
- Enhanced Teaching and Learning Package: Supplements comprise an online question bank for students, and PowerPoint lecture slides and instructors’ manual for instructors

**CONTENTS**

1. Introduction to Services Marketing
2. Marketing Management: Core Concepts
3. The Marketing Environment
4. The Services Sector in the Indian Economy
5. Consumer Behaviour in Services
6. Marketing Information System and Research
7. Services Strategy
8. Market Segmentation
9. Competition Analysis and Strategies
10. Service Demand Management
11. The Service Product
12. Service Branding and Positioning
13. Physical Evidence
14. Pricing
15. Distribution
16. Internal Marketing
17. External Marketing
18. Interactive Marketing
19. Service Quality Management
20. Service Failures and Recovery
21. Customer Relationship Management
22. International Marketing of Services
23. Consumer Protection in Services
24. Services Marketing in India

**ABOUT THE AUTHOR**

K. Rama Mohana Rao is a professor of marketing in Andhra University.
MARKETING

Significant increase in dialogue between not for profit

■

■

The prominence of the concept of ‘social enterprise’ as

Increasing pressure on government agencies and nonprofit
organizations to adopt business models and frameworks to

- guide their operations
- The prominence of the concept of ‘social enterprise’ as a
way of thinking about the ventures that both social and
commercial entities are undertaking
- Witnessing of major developments pertaining to corporate
social responsibility leading to a substantial increase in the
number of not-for-profit organizations in several South-
Asian countries
- Significant increase in dialogue between not for profit
organizations, corporate world, government, and regulators

FEATURes

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Section I Developing a Customer Orientation
1. The Growth and Development of Nonprofit Marketing
2. Developing a Target Audience-Centered Mindset

Section II Strategic Planning and Organization
3. Strategic Marketing Planning
4. Understanding Target Audience Behavior
5. Acquiring and Using Marketing Information
6. Segmentation, Targeting, and Positioning
7. Branding

Section III Designing the Marketing Mix
8. Value Propositions: Managing the Organization’s Offerings
9. Developing and Launching New Offerings
10. Managing Perceived Costs
11. Facilitating Marketing Behaviors
12. Formulating Communication Strategies
13. Managing Communications: Advertising and Personal Persuasion
14. Managing Public Media and Public Advocacy

Section IV Developing and Organizing Resources
15. Generating Funds
16. Attracting Human Resources: Staff, Volunteers, and Board Members
17. Working with the Private Sector

Section V Organizing and Controlling Marketing Strategies
18. Organizing for Implementation
19. Marketing Evaluation, Monitoring, and control

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Philip Kotler Northwestern University
Dheeraj Sharma Indian Institute of Management Rohtak, Director

MARKETING STRATEGY AND COMPETITiVe POsiTioniNG, 4/e

Graham Hooley
John Saunders
Nigel F. Piercy
Brigitte Nicoulaud

ABOuT THE BOOK

Marketing Strategy and Competitive Positioning, 4/e, deals with the process of developing and implementing a marketing strategy and how these processes can be managed to gain and sustain superior performance in the market place. The 4th edition contains 3 new chapters: Competing Through the New Marketing Mix, Strategic Customer Management, Corporate Social Responsibility. Thoroughly updated with new examples and the latest research findings, this new edition also boasts updated case studies in each chapter, taken from recent editions of the Financial Times, that illustrate the practical implications of the issues raised.

CONTENTS

Part I: Marketing Strategy
1. Market-led strategic management
2. Strategic marketing planning

Part II: Competitive Market Analysis
3. The Changing Market Environment
4. Customer analysis
5. Competitor analysis
6. Understanding the Organisational Resource Base
7. Forecasting future demand and market requirements

Part III: Identifying Current and Future Competitive Positions
8. Segmentation and positioning principles
9. Segmentation and positioning research
10. Selecting market targets

Part IV: Competitive Positioning Strategies
11. Creating Sustainable Competitive Advantage
12. Competing through the New Marketing Mix
13. Competing through innovation and new product development

Part V: Implementing the Strategy
14. Strategic customer management
15. Strategic alliances and networks
16. Strategy implementation and internal marketing
17. Corporate Social Responsibility
18. Twenty-first Century Marketing

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Sales / Distribution
SELLING AND SALES MANAGEMENT, 10/e
David Jobber
Geoffrey Lancaster
ISBN: 9789352866045
Pages: 544

ABOUT THE BOOK
Over the past quarter of a century, Selling and Sales Management has proved itself to be the definitive text in this exciting and fast-paced subject area. This new edition comes fully updated with new case studies, using working businesses to connect sales theory to the practical implications of selling in a modern environment. This edition contains the results from cutting-edge research that differentiates it from most of its competitors. The book continues to place emphasis on global aspects of selling and sales management. Topics covered include technological applications of selling and sales management, ethics of selling and sales management, systems selling and a comprehensive coverage of key account management.

FEATURES
■ New case studies and practical exercises.
■ Fully updated coverage of strategic selling and partnering.
■ Expanded coverage of ethical issues.

- Enhanced discussion of the role of social media in selling.
- Expanded coverage of the management of sales channels.
- Increased number of examination questions at the end of each chapter.

CONTENTS
Part I: Sales perspective
1. IV: Development and role of selling in marketing
2. Sales strategies

Part II: Sales environment
3. Consumer and organisational buyer behaviour
4. Sales settings
5. International selling
6. Law and issues

Part III: Sales technique
7. Sales responsibilities and preparation
8. Personal selling skills
9. Key account management
10. Relationship selling
11. Direct marketing
12. Internet and IT applications in selling and sales management

Part IV: Sales management
13. Recruitment and selection
14. Motivation and training
15. Organisation and compensation

Part V: Sales control
16. Sales forecasting and budgeting
17. Salesforce evaluation
18. Appendix: Case studies and discussion questions

ABOUT THE AUTHORS
David Jobber is Professor of Marketing at Bradford University and serves on the editorial board of numerous marketing and sales management journals.

Geoffrey Lancaster is a Chairman of Durham Associated Ltd. and Professor of University of North London and Chief Examiner, Institute of Sales and Marketing Management.

SALES AND DISTRIBUTION MANAGEMENT, 6/e
Richard R. Still
Edward W. Cundiff
Norman A. P. Govoni
Sandeep Puri
ISBN: 9789332587090
Pages: 612

ABOUT THE BOOK
Sales and Distribution Management, 6e provides insights toward delineating the areas in which sales managers make decisions, analyzing decision alternatives and criteria in the sales areas, and providing cases as real-life examples of decision situations.
It applies a management approach to an analysis of the sales executive’s job, the duties and responsibilities involved, and the planning and implementation of sales and marketing programmes.

FEATURES
- All chapters have been modified keeping in mind the Indian perspective.
- Several recent and up-to-date examples on case studies have been included.
- 5 new chapters on Distribution Management emphasizing the role of channel partners, channel management, channel information systems, logistics and supply chain management have been included.

CONTENTS
1. Sales Management and the Business Enterprise
2. Sales Management, Personal Selling, and Salesmanship
3. Setting Personal-Selling Objectives
4. Determining Sales-Related Marketing Policies
5. Formulating Personal-Selling Strategy
6. The Effective Sales Executive
7. The Sales Organization
8. Sales Department Relations
9. Sales Personnel Management
10. Recruitment and Selection
11. Sales Training
12. Motivating Sales Personnel
13. Compensating Sales Personnel
14. Managing Expenses of Sales Personnel
15. Sales Meeting and Sales Contests
16. Controlling Sales Personnel: Evaluating and Supervising
17. The Sales Budget
18. Targets and Sales Management
19. Sales Territories
20. Sales Control and Cost Analysis
21. Marketing Channels
22. Managing the Channel Partners
23. Channel Information Systems
24. Logistics and Supply Chain Management
25. International Sales and Channel Management
26. Cases Studies

ABOUT THE AUTHORS
Sandeep Puri, Professor, IMT Ghaziabad

ABOUT THE BOOK
Selling Today: Partnering to Create Value helps students understand the value of developing personal selling skills by exposing them to a personal selling academic theory, role play scenarios, and real-world applications and ethical dilemmas. With the largest number of “learn by doing” materials available in any personal selling text, the 14th Edition offers instructors teaching tools to strengthen the student learning process. As the developed nations of the world transition from a production focus to a sales and service focus, this cutting-edge new edition prepares students to succeed as members of a new generation of businesspeople.

FEATURES
- **NEW! Net Systems Regional Accounts Management case study** exposes students to the strategic sales-planning responsibilities associated with moving multiple accounts successfully through the sales process for a company called NewNet Systems.
- **UPDATED! Social Media and Selling Today boxed inserts** have been carefully updated and expanded to reflect strategies for utilizing social media in selling in today’s information-driven business world.
- **UPDATED! The Latest research and trends** from academic journals and trade references provide extensive referencing of academic articles found in the Journal of Personal Selling and Sales Management, Journal of Marketing, Harvard Business Review, and others. Plus, topics and trends in selling garnered from numerous trade publications such as Selling Power, ThinkSales, Value Added 21 Selling, Sales and Marketing Management, and The American Salesperson have been integrated throughout the 14th edition.
Partnership selling principles, so important to today’s successful selling and marketing strategies, are presented and clearly illustrated throughout the text. Strategic alliances—the highest form of partnering—are discussed in detail.

Value-added selling strategies are presented throughout the text to outline how salespeople today are guided by a new principle of personal selling: Partnerships are established and maintained only when the salesperson creates customer value.

CONTENTS
Part 1: Developing a Personal Selling Philosophy
1. Relationship Selling Opportunities in the Information Economy
2. Evolution of Selling Models That Complement the Marketing Concept

Part 2: Developing a Relationship Strategy
3. Ethics: The Foundation for Partnering Relationships That Create Value
4. Creating Value with a Relationship Strategy
5. Communication Styles: A Key to Adaptive Selling Today

Part 3: Developing a Product Strategy
6. Creating Product Solutions
7. Product-Selling Strategies That Add Value

Part 4: Developing a Customer Strategy
8. The Buying Process and Buyer Behavior
9. Developing and Qualifying Prospects and Accounts

Part 5: Developing a Presentation Strategy
10. Approaching the Customer with Adaptive Selling
11. Determining Customer Needs with a Consultative Questioning Strategy
12. Creating Value with the Consultative Presentation
13. Negotiating Buyer Concerns
14. Adapting the Close and Confirming the Partnership
15. Servicing the Sale and Building the Partnership

Part 6: Management of Self and Others
16. Opportunity Management: The Key to Greater Sales Productivity
17. Management of the Sales Force

ABOUT THE AUTHORS
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MARKETING ISSUES IN SMES: CASES FROM INDIA
Neeraj Pandey
Gaganpreet Singh

ISBN: 978131785058
Pages: 160

ABOUT THE BOOK
Small and medium enterprises (SMEs) dominate our market and contribute to almost half of India’s manufacturing output. In spite of this, smaller organizations have often failed to a significant degree due to lack of market understanding of this sector. Marketing Issues in SMES: Cases from India offers a comprehensive analysis of the challenges faced by SMEs in India, and guides them to develop a coherent understanding of the required marketing strategies to avail better opportunities. This book is a compilation of ten case studies that highlight the entrepreneurial journeys from the real world. The intensive research and rigorous analyses is supported by a lively approach which provides valuable experience to students of marketing and upcoming entrepreneurs.

CONTENTS
1. NOVA Bicycle Industries: The Diversification Puzzle
2. Rakesh Chemicals (P) Ltd: The Pricing Muddle
3. Cheers Food and Beverages
5. Bharat International
6. Allumez Infotech: Social Marketing Approach to Business
7. Moniba Pumps: A Sales Enigma
8. Jawand Sons: The Domestic Market Entry
9. Prodigy Recruitment Consultants: Managing Brand Extensions
10. Gilltech Phyto World: The Marketing Strategy

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Neeraj Pandey is Assistant Professor at NITIE (National Institute of Industrial Engineering), Mumbai and Visiting Faculty, IIT Bombay and Johns Hopkins University, USA.
Gaganpreet Singh is Business Analyst, Viom Networks Limited (A Tata Enterprise).
Auditing: Principles and Techniques

About the Book
Auditing: Principles and Techniques is an attempt to explain the concepts, principles and techniques of auditing, and their applications in practical situations, in a simple and lucid language. The primary object of writing this book is to meet the requirements of undergraduate students of commerce stream for all the Universities in India. However, this book will also be very useful for the students doing M.Com, C.A., MBA and other professional courses. This book is also useful for a layman who is interested in knowing basics of auditing principles and techniques.

Features
- Important and latest case decisions to give legal implications of the topic along with different provisions of the Companies Act and SEBI Guidelines
- Model answers to the questions, both objective and subjective, to show the students the right approach to answer the questions
- Worked out examples, glossary and case studies
- 'Points to Ponder' at the end of chapter for quick revision
- Modern techniques of auditing emphasised, retaining the basic concepts and principles of auditing
- Theories and concepts of auditing explained in a simple way
- Illustrative examples to make the subject simple, understandable, and relevant in practice and interesting to learn

Contents
1. Nature of Auditing
2. Different Types of Auditing
3. Techniques and Procedures of Auditing
4. Internal Control, Internal Check and Internal Audit
5. Vouching
6. Verification and Valuation of Assets and Liabilities
7. Depreciation
9. Company Audit
10. Divisible Profit and Dividends
11. Audit Report and Certificate
12. Audit of Banks
13. Audit of Insurance Companies
14. Investigation
AUDITING: PRINCIPLES AND TECHNIQUES
Sanjib Kumar Basu

ISBN: 9788177581782
Pages: 628

ABOUT THE BOOK
Auditing: Principles and Techniques is an attempt to explain the concepts, principles and techniques of auditing, and their applications in practical situations, in a simple and lucid language. The primary object of writing this book is to meet the requirements of undergraduate students of commerce stream for all the Universities in India. However, this book will also be very useful for the students doing M.Com, C.A., MBA and other professional courses. This book is also useful for a layman who is interested in knowing basics of auditing principles and techniques.

FEATURES
- Important and latest case decisions to give legal implications of the topic along with different provisions of the Companies Act and SEBI Guidelines
- Model answers to the questions, both objective and subjective, to show the students the right approach to answer the questions
- Worked out examples, glossary and case studies
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7. Depreciation
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11. Audit Report and Certificate
12. Audit of Banks
13. Audit of Insurance Companies
14. Investigation
15. Recent Trends in Auditing
16. Professional Ethics and Misconduct
17. Special Audit
18. Audit of Sole-propriorship and Partnership Firm
19. Audit of the Accounts of Government and Public Sector Undertaking
20. Auditing in an EDP Environment

ABOUT THE AUTHOR
Dr. Sanjib Kumar Basu is a qualified chartered accountant of the Institute of Chartered Accountants of India. At present, he is teaching at St. Xavier’s College, Kolkata both at undergraduate and postgraduate levels.

AUDITING AND ASSURANCE, 3/e
Sanjib Kumar Basu

ISBN: 9789353942199
Pages: 624

ABOUT THE BOOK
Auditing and Assurance, 3/e comes in the light of the recent changes made in the regulatory framework governing the auditing profession in India. The new edition explains the concepts, principles and techniques of auditing with a detailed presentation of their applications in real-life situations. With its simple and lucid language, this student-friendly and syllabi-oriented book covers recent developments in the legal and regulatory framework governing the auditing work in India.

FEATURES
- Detailed coverage of SA - 701 on Key Audit Matters
- Full coverage of the newly introduced CARO 2016 for the latest provisions governing the audit practices
- Comprehensive discussion of the Companies Act, 2015, affecting the auditing practices
- Emphasis on the modern techniques of auditing while retaining the basic concepts and principles
- Revised and updated Case Decisions and worked-out Case Examples
- Case Studies which require the reader to assess and resolve a situation
- Points to Ponder and Chapter-end Exercises for quick revision

CONTENTS
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2. Types of Audit
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11. Audit Report and Certificate
12. New Areas of Auditing
13. Special Audit
14. Audit of the Accounts of Governments and Public Sector Undertakings (PSUs)
15. Audit in CIS Environment
16. Standards on Auditing
17. Annexure A Important Terms Used in the Standards on Auditing
18. Annexure B Important Case Decisions

ABOUT THE AUTHOR
Sanjib Kumar Basu is the Dean of Postgraduate Department of Commerce, St. Xavier’s College (Autonomous), Kolkata.

Cost/Managerial Accounting

K. Alex

About the Book
Cost Accounting provides key data to managers for planning and controlling as well as costing products, services and customers. The topics covered in this book are of great value in personal financial management. This book is suitable for both undergraduate and postgraduate students of business study courses, offered by universities across India. It also meets the requirement of the students of CA, ICWA, CFA, CAIIB and CS.

Features
- A lucid and engaging style of writing
- Provides an in-depth coverage of all conceivable topics on the subject
- Step-by-step explanation of concepts and principles supported with numerous examples
- Exercises have been designed to give students a hands-on experience in cost accounting

Contents
1. Overview of Cost Accounting
2. Basic Concepts of Cost
3. Cost Sheet/Statement of Cost
4. Material Control/Inventory Control
5. Pricing of Materials
6. Labour
7. Overheads Analysis
8. Overhead Rates
9. Reconciliation of Cost and Financial Accounts
10. Contract Costing
11. Service Costing/Operating Costing
12. Process Costing
13. Marginal Costing
14. Budgetary Control
15. Standard Costing

NEW
INTRODUCTION TO MANAGEMENT ACCOUNTING
Charles T. Horngren
Gary L. Sundem
Jeff Schatzberg
Dave Burgstahler
Smita Kashiramka

About the Book
In a fast-evolving business environment across the globe, Introduction to Management Accounting 16e captures the dynamism and complexities under which present-day managers require to use and process significant amounts of accounting data and information for decision-making. The book aims to provide its readers, a comprehensive set of approaches and mechanisms used by businesses for decision-making using accounting information. This edition of this book brings about the relevant dimensions of management accounting in the Indian context. It includes contexts and discussions using examples from the Indian context to elaborate on the concepts. Extended discussions related to relevant Indian laws and regulatory provisions have
been appropriately added to draw a parallel with global practices.
The text covers both theory and common practices for students
to understand how to produce and process information that is
useful in day-to-day decision making. Established in its previous
ditions, this book is considered an essential tool that enhances a
manager’s ability to make effective economic decisions.

FEATURES
- Updated with latest developments in the subject
- Includes impact of COVID-19 on business scenarios
- Indian case studies with relevant terms and terminologies
  relevant to the Indian context.

CONTENTS
1. Managerial Accounting, the Business Organization, and
   Professional Ethics
2. Introduction to Cost Behavior and Cost-Volume-Profit
   Relationships
3. Cost Management Systems and Activity-Based Costing
4. Relevant Information for Decision Making with a Focus on
   Pricing Decisions
5. Relevant Information for Decision Making with a Focus on
   Operational Decisions
6. Introduction to Budgets and Preparing the Master Budget
7. Flexible Budgets and Variance Analysis
8. Management Control Systems and Responsibility
   Accounting
9. Management Control in Decentralized Organizations
10. Capital Budgeting
11. Cost Allocation
12. Accounting for Overhead Costs
14. Basic Accounting: Concepts, Techniques, and Conventions
15. Understanding Corporate Annual Reports: Basic Financial
   Statements
16. Understanding and Analyzing Consolidated Financial
   Statements Fundamentals of Compound Interest and the
   Use of Present-Value Tables

ABOUT THE BOOK
Cost accounting provides key data to managers for planning
and controlling, as well as costing products, services, even
customers. Cost Accounting, 16e focuses on how this discipline
would help managers make better decisions, as cost accountants
are increasingly becoming integral members of company’s
decision-making teams. In order to emphasize this prominence
in decision making, the authors have used the ‘different costs
for different purposes’ theme throughout this book. By focusing
on basic concepts, analyses, uses, and procedures instead of
procedures alone, they have recognized cost accounting as a
managerial tool for business strategy and implementation. This
textbook also prepares students for the rewards and challenges
they face in the professional cost accounting world of today and
tomorrow.

FEATURES
- Sustainability strategies and the methods that companies
  use to implement sustainability with business goals.
- Ideas based on academic research regarding the weights
to be placed on performance measures in a balanced
  scorecard.
- Details on the transfer pricing strategies used by
  multinational technology firms such as Apple and Google
  to minimize income taxes.
- Current trends in the regulation of executive
  compensation.
- Evolution of enterprise resource planning systems and
  newer simplified costing systems that practice lean
  accounting.
- New material around recent trends in big data and data
  analytics in predicting costs and when making demand
  forecasts.

CONTENTS
1. The Manager and Management Accounting
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3. Cost–Volume–Profit Analysis
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5. Activity-Based Costing and Activity-Based Management
6. Master Budget and Responsibility Accounting
7. Flexible Budgets, Direct-Cost Variances, and Management
   Control
8. Flexible Budgets, Overhead Cost Variances, and
   Management Control
ABOUT THE AUTHORS

Charles T. Horngren was the Edmund W. Littlefield Professor of Accounting, Emeritus, at Stanford University. A certified public accountant, Horngren served on the Accounting Principles Board for six years, the Financial Accounting Standards Board Advisory Council for five years, and the Council of the American Institute of Certified Public Accountants for three years.

Srikant M. Datar is the Arthur Lowes Dickinson Professor at the Harvard Business School. He served as Senior Associate Dean from 2000 to 2010.

Madhav V. Rajan is the Robert K. Jaeckle Professor of Accounting and Senior Associate Dean for Academic Affairs at Stanford University’s Graduate School of Business. He is also Professor of Law (by courtesy) at Stanford Law School.

ABOUT THE BOOK

Focussing squarely on the needs of today’s business and non-specialist accounting students, the aim of this book is to set management accounting into a contemporary real world context, helping students to apply the theories they learn to management situations and to use clear thinking to obtain the best financial outcome. Proctor will assist the reader in the core areas of understanding the principles of management accounting, mastering the numerical aspects of the subject, interpreting the results and understanding the contribution management accounting can make to the management process. Frequently praised for the quality and clarity of writing, this book combines appropriate depth of coverage with a manageable size and a clear and uncluttered layout. It takes an explicitly managerial and practitioner perspective throughout and features really strong application to the real business world.

FEATURES

■ Interesting case studies from real companies demonstrate the application of ideas to real business
■ Quality question and answer material enables students to get to grips with the computational aspects of the course
■ An excellent ‘Manager’s Point of View’ feature in every chapter, written by a high-level manager looks at the practical aspects of tackling managerial problems with management accounting tools

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Part I: Foundations
1. Cost behaviour
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7. Short-term decisions using relevant costing
8. Capital investment appraisal for long-term decisions

Part IV: Product Costing and Pricing
9. Product costs using absorption costing
10. Product costs using activity-based costing
11. Comparison of profits under absorption and variable costing
12. Pricing your products
13. Divisional performance and transfer pricing

Part V: Budgetary Control
14. Budgets and their creation
15. Using budgets to control operations
16. Budgets, behaviour and beyond budgeting
17. Balanced scorecards
18. Not-for-profit organizations

ABOUT THE AUTHOR

Ray Proctor is currently a Senior Lecturer in Accounting at Coventry University and a tutor on the Management Accounting module of the Warwick University MBA.
ABOUT THE BOOK
Financial Accounting for Managers, 3e seeks to provide a comprehensive coverage of the basic principles of financial accounting, incorporating the latest accounting norms and standards. This book is primarily meant to be used in postgraduate programmes of various universities and institutions, and can be used as an introductory course on accounting. This edition would also be helpful to practicing managers – both in finance and non-finance areas, so that they can sharpen their skills in understanding and analyzing financial and accounting information.

FEATURES
- Concepts discussed in the text have been reinforced with the help of solved instances both within the text and at the end of every chapter.
- Case studies have been included in all chapters based on information from annual reports and real-life situations.
- Requirements of the Companies Act 2013 have been suitably incorporated.
- In view of the convergences of Indian accounting standards with IFRS, accounting and reporting have been discussed based upon the applicable Ind-AS.

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2. Generally Accepted Accounting Principles And Accounting Standards
3. Accounting Cycle
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10. Accounting For Investments
11. Cash Flow Statement
12. Consolidated Financial Statements
13. Disclosures In Annual Reports
14. Analysis Of Financial Statements
15. Financial Shenanigans

ABOUT THE AUTHOR
Sanjay Dhamija is currently working as a Professor of Finance and Accounting at International Management Institute, New Delhi. A doctorate in finance (FPM) from IMI, Delhi, he completed his M.Com from Delhi School of Economics and LLB from Delhi University. He is a Fellow Member of the Institute of Cost Accountants of India (FCMA) and the Institute of Company Secretaries of India (FCS). He is also a Chartered Financial Analyst from ICFAI. He has attended management programs at Harvard Business School, Wharton Business School, and the University of Maryland.

NEW
FINANCIAL ACCOUNTING FOR MANAGEMENT, 7/e
Ambrish Gupta

ABOUT THE BOOK
The seventh edition is written to incorporate the latest accounting standards, principles, and practices in corporate financial reporting and analysis prevailing in India, which are by the International Financial Reporting Standards (IFRS) and the Indian Accounting Standards (Ind AS). With the help of numerous illustrations, exercises as well as real-world examples, and case studies, the book will help enhance the readers’ ability to attain conceptual clarity and learn accounting in practice.

FEATURES
- The entire text has been revised by the updates in standards and principles laid down in the International Financial Reporting Standards (IFRS) and consequently, the Indian Accounting Standards (Ind AS).
- The focus has been on simplification, rationalization, and strengthening of the subject matter in virtually all the chapters through the inclusion of many additional exercises, illustrations, case studies, etc.
- The book now contains 105 corporate cases against 76 in the previous edition. Of these, the majority pertain to MNCs as per the requirement of the curriculum.
- Chapters 4, 5, 14, and 24 have been recrafted and revised thoroughly.
- A new chapter on Corporate Financial Frauds (Chapter 22) has been added, covering a burning corporate governance issue.

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6. Specific Day Books

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7. Conceptual Framework for the Preparation and Presentation of Financial Statements in Accordance with Indian Accounting Standards (Ind As)
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Part 3: Asset Valuation
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11. Valuation of ROU (Leased) Assets and Intangible Assets, Amortization and Asset Impairment
12. Valuation of Inventories

Part 4: Understanding the Annual Report
14. Ind-AS Financial Statements of Reliance Industries Limited along with Notes to Accounts and Significant Accounting Policies
15. Other Mandatory Financial Reports

Part 5: Financial Statement Analysis
16. Quality of Earnings: Window Dressing and Analyst Adjustments
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Part 6: More on Financial Reporting and Analysis
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23. Analysis of Group Performance: Consolidated Financial Reporting
25. Appendix 1: Present Value of an Annuity of Rupee 1 paid at the Year End
26. Appendix 2: Present Value Factor of a Lump Sum (PVF) of Rupee 1

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Financial Accounting
P. C. Tulsian
ISBN: 9788177582284
Pages: 1190

ABOUT THE BOOK
The present text has been class-tested for more than 20 years. Rich in pedagogy and written in an easy-to-understand manner, this book adopts a fresh and novel approach to the study of accounting keeping in view the specific requirements of the students appearing in the B.Com. examination of the Indian universities and other professional examinations.

FEATURES
- 1000 practical questions
- 500 explanatory illustrations
- 500 solved problems along with necessary working notes and alternative solutions (if any)
- 300 theoretical questions
- 100 exhibits to acquaint students with various accounting treatments and formats
- 300 true or false Questions with answers
- Illustrations
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- Professional examination problems
- Multiple-choice questions

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10. Financial Statements of Not-for-Profit Organization
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12. Valuation of Inventory
13. Accounting for Partnership: Dissolution of a Firm
14. Partnership: Insolvency, Piecemeal Distribution, Sale of a Firm, and Amalgamation of Firms
15. Accounts from Incomplete Records
16. Accounting for Hire Purchase
17. Accounting for Branches
18. Use of Computers in Accounting

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Financial Institutions and Markets
Frederic S. Mishkin
ISBN: 9789332585522
Pages: 704

ABOUT THE BOOK
In Financial Markets and Institutions, bestselling authors Frederic S. Mishkin and Stanley G. Eakins provide a practical introduction to prepare students for today’s changing landscape of financial markets and institutions. A unifying framework uses core principles to organize students’ thinking then examines the models as real-world scenarios from a practitioner’s perspective. By analyzing these applications, students develop the critical-thinking and problem-solving skills necessary to respond to challenging situations in their future careers. Although this text has undergone a major revision, the Eighth Edition retains Mishkin/Eakins’ hallmark pedagogy that make it the best-selling textbook on financial markets and institutions.

FEATURES
- Chapter Previews at the beginning of each chapter tell students where the chapter is heading, why specific topics are important, and how they relate to other topics in the book.
- Numerical Examples guide students through solutions to financial problems using formulas, time lines, and calculator key strokes.
Summary Tables are useful study aids for reviewing material.
Key Statements are important points that are set in boldface type so that students can easily find them for later reference.
Graphs with captions, numbering over 60, help students understand the interrelationship of the variables plotted and the principles of analysis.
Summaries at the end of each chapter list the chapter’s main points.
Key Terms are important words or phrases that appear in boldface type when they are defined for the first time and are listed at the end of each chapter.
End-of-Chapter Questions help students learn the subject matter by applying economic concepts, and feature a special class of questions that students find particularly relevant, titled “Predicting the Future.”

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7. Why Do Financial Institutions Exist?
8. Why Do Financial Crises Occur and Why Are They So Damaging to the Economy?

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13. The Stock Market
14. The Mortgage Markets

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14. The Cost of Capital

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16. Dividend and Share Repurchase Policy

Part 5: Liquidity Management and Special Topics in Finance
17. Financial Forecasting and Planning
18. Working-Capital Management
19. International Business Finance
20. Corporate Risk Management

ABOUT THE AUTHORS
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FEATURES
- Excel applications: Proficiency with spreadsheets and Excel is a great advantage to financial analysts and managers and a necessity for all the postgraduate students of management, commerce, and accounting courses.
- Illustrative problems: Finance decisions involve solving problems using theoretical concepts. The book contains solved illustrations showing readers how concepts could be used to solve problems and take decisions.
- Real-life examples: The book contains many real-life cases and examples to illustrate the practical applications of finance theories and concepts.
- Key concepts: For the benefit of readers, the key concepts of each chapter have been listed at the end of the chapter.
- Practical project: Most chapters have a ‘Practical Project’ each where students are helped to apply their knowledge to real company situations.

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33. Derivatives for Managing Financial Risk
34. International Financial Management
35. Shareholder Value and Corporate Governance

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FINANCIAL MANAGEMENT, 3/e
Jonathan Berk
Peter DeMarzo
Rama Seth

ISBN: 9789356063648
Pages: 1116

ABOUT THE BOOK
This text presents financial management as an application of the core concepts of the subject helping students relate theories and concepts to practice. Covering the major topical areas for introductory-level MBA students as well as the depth required in a reference textbook for upper-division courses, the text blends coverage of time-tested principles and the latest advancements with the practical perspective of the financial manager.

FEATURES
- The content integrates important lessons in a series of contextual Covid-19 and Global Financial Crisis boxes.
- These boxes bring the relevance of the crises home to students by illustrating and analysing key details about financial crises and sovereign debt dynamics.
- New centralized coverage of financial ratios in Chapter 2 in a specific section provides students with the tools to analyze financial statements.
- The text introduces the Law of One Price concept as the basis for NPV and the time value of money in Chapter 3, Financial Decision Making and the Law of One Price.
- Includes updated text discussions and figures, tables and facts to accurately reflect the recent developments in the field.
- Several new practitioner interviews incorporate timely perspectives from the leaders in the field.
- This text presents financial management as an application of the core concepts of the subject helping students relate theories and concepts to practice.
- Covering the major topical areas for introductory-level MBA students as well as the depth required in a reference textbook for upper-division courses, the text blends coverage of time-tested principles and the latest advancements with the practical perspective of the financial manager.

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19. Valuation and Financial Modeling: A Case Study
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24. Debt Financing
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27. Short-Term Financial Planning
28. Mergers and Acquisitions
29. Corporate Governance
30. Risk Management
31. International Corporate Finance

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ABOUT THE BOOK

Principles of Managerial Finance, 13/e has enhanced its learning goal system, which integrates pedagogy with concepts and practical applications. The system concentrates on the material students need to know in order to make effective financial decisions in an increasingly competitive business environment. The strong pedagogy and generous use of examples—including personal finance examples—make this text an easily accessible resource for in- and out-of-class learning.

FEATURES

- Guide students through the material: The Proven Learning System. This edition has enhanced its learning goal system, which integrates pedagogy with concepts and practical applications. The system concentrates on the material students need to know in order to make effective financial decisions in an increasingly competitive business environment.
- Help students make the connections: The Overarching Organization of this text conceptually links the firm’s actions and its value, as determined in the financial market. Each major decision area is presented in terms of both risk and return factors and their potential impact on owner’s wealth.
- Take the concepts abroad: International Considerations. In today’s world international considerations are essential to the study of business in general—and finance in particular. As in prior editions, discussions of international dimensions are integrated throughout the chapters, learning goals, and end-of-chapter content.
- For instructors who devote more time to international considerations, a separate chapter on international managerial finance is available at the end of the text.
- Why This Chapter Matters to You is a feature that helps motivate interest by discussing how the topic relates to the concerns of other major business disciplines and personal finance decisions.

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Part VIII: Special Topics in Managerial Finance
17. Hybrid and Derivative Securities
18. Mergers, LBOs, Divestitures, and Business Failure
19. International Managerial Finance

ABOUT THE AUTHOR

Lawrence J. Gitman is an emeritus professor of finance at San Diego State University. Dr. Gitman has published more than 50 articles in scholarly journals as well as textbooks covering undergraduate- and graduate-level corporate finance, investments, personal finance, and introduction to business. He is past president of the Academy of Financial Services, the San Diego Chapter of the Financial Executives Institute, the Midwest Finance Association, and the FMA National Honor Society.

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FEATURES
■ Addition of new study topics such as managing agency problems, the stock market index in India in September 2010 and how companies issue new shares
■ New Indian cases on Patni Computer Systems Limited, Bhushan Cosmetics, Arvind Juicer and Mixer and Paras Biscuits to facilitate better understanding
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■ Addition of latest national topics such as SEBI regulations, share buy-back, takeover regulations and management of financial distress

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24. Corporate Financial Distress

ABOUT THE AUTHOR
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FINANCIAL MANAGEMENT AND POLICY
James C. Van Horne
Sanjay Dhamija

ABOUT THE BOOK
Highly respected for its effective integration of financial theory and practice, this classic text explores the rapidly evolving and exciting theory of finance as it relates to corporate’s investment in assets, financing, and dividends. It explains the ways in which analytical techniques are brought to bear on financial decision making and supplies the institutional material necessary for a solid understanding of the environment in which financial decisions are made.

FEATURES
■ Several new case studies from companies like Indian Oil Corporation Ltd, Hindustan Unilever Limited, Hero Honda Motors, Apollo Tyres and Reliance Power
■ Extensive coverage of relevant topics such as efficient markets, share repurchase, empirical evidence, annuity, electronic funds transfers and loan pricing.
■ Expanded coverage of topics like time value of money, methods of capital budgeting, leverage-financial and operating, inventory management and receivables management.

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Financial Services
Thummuluri Siddaiah
ISBN: 9788131731598
Pages: 568

E-Book Available

ABOUT THE BOOK
Financial Services aims to make the complex nature of financial products and services simple and easy to comprehend. The book provides the analytical framework for a range of financial products and services offered by various financial institutions and agencies in India. The simplified presentation of regulatory and legislative frameworks is an important characteristic of this book. Financial Services discusses concepts with the help of real-life Indian examples, boxes, questions and case studies. The content of this book is class-tested with management students in different institutions over the last 20 years.

FEATURES
- Learning Tools: Uses tools such as learning objectives, marginalia, solved examples, boxes, figures, tables, and chapter summaries to help the reader grasp complex concepts
- Indian Perspective: Provides comprehensive coverage of traditional and contemporary financial products and services and their delivery mechanisms in India. The regulations governing financial products and services are also covered in detail
- Real-world Data: The use of data from sources such as SEBI, NSE, BSE, and NHB helps the reader apply the concepts and theories discussed in the book to systems and events in the real world
- Analytical Approach: Cases, practical examples, and practice problems are designed to help students apply the theory discussed in the chapters

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23. Factoring and Forfaiting Services

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ABOUT THE BOOK
Management of Banking and Financial Services 4/e, provides a thorough landscape of the banking and financial services in the country. The book addresses the issues of rapid globalization, competition nurtured by customer awareness, threat of security invasion and fraud in an era of technology savvy world, demands for transparency and the regulator’s overdrive to capital efficiency or asset quality. It has updated chapters on credit risk management, solvency, interest rate volatility and adequate liquidity which should be measured and managed. All the chapters have been rigorously updated.

FEATURES
- Chapters related to banking, where many reforms have been carried out, has been substantially updated and revised to include monetary policies, sources of bank funds, counter cyclical buffer, credit appraisal, demonetization and many more.
- The questions at the end of each chapters range from simple objective type questions to numerical problems to facilitate a better understanding of the concepts.
- New topics have been included for possible research such as Peer to Peer (P2P) Lending, HDFC borrows through Masala Funds, European Central Bank’s decision to bailout Greece, RBI’s Liabilities and Assets, Basel Committee on Banking Supervision, Kingfisher Airlines etc.
- The book is divided into six parts. Each part delves into the environment of banking and financial services, banking structure, sources and uses of bank funds, risk management in banks, cash management and consolidation of the financial sector through mergers and acquisitions.

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23. Innovations in Products and Services in Banking—Cases of Public and Private Sector Banks

ABOUT THE AUTHORS
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Professor Justin Paul is known as an author/co-author of eight text books. He is also an author of four Ivey-Harvard case studies, which are used in classrooms worldwide. He is currently the youngest full professor with the graduate school of business University of Puerto Rico, San Juan, PR, USA and a visiting professor with the Deakin University, Melbourne, Australia.
the relationship between financial systems and economic growth, historical perspectives of the Indian financial system, objectives of financial sector reforms, elements of financial markets, new financial instruments such as floating rate bonds, zero coupon bonds, securitized paper, etc., management of non-performing assets by banks, factoring and forfaiting, housing finance and leasing and hire purchase to name a few.

FEATURES
- All amendments and changes up to June 2017 have been incorporated in this edition. The new guidelines relating to new monetary policy framework, new base rate calculation, money market instruments such as commercial paper, certificate of deposits, repos and tri-repos etc., have been discussed.
- New guidelines relating to capital financing by start-ups, delisting, external commercial borrowings, foreign portfolio investors, list of securities have been covered.
- Various initiatives taken by the RBI and the government to curb the menace of non-performing assets of the banks have been included. The recent Insolvency and Bankruptcy Code 2016 (IBC) by the government has been simplified for the students.
- Fluidity of the language makes it an easy read wherein the text has been made more student friendly by simplifying the context of the topics.

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Part V: Financial Regulation
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ABOUT THE AUTHOR
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International Finance
INTERNATIONAL: THEORY AND POLICY, 10/e
Paul R. Krugman
Maurice Obstfeld
Marc Melitz
ISBN: 9789332585775
Pages: 862

ABOUT THE BOOK
International Finance: Theory and Policy provides engaging, balanced coverage of the key concepts and practical applications of the discipline. An intuitive introduction to international finance theory is followed by detailed coverage of policy applications. With this new tenth edition, the author team of Nobel Prize-winning economist Paul Krugman, renowned researcher Maurice Obstfeld, and Marc Melitz of Harvard University continues to set the standard for International Finance courses.

FEATURES
- The text presents a balance of theoretical and practical coverage of international finance. Chapters on core theory are followed by a series of application chapters that confront policy questions using the newest empirical work, data, and policy debates. This structure enables students to grasp theoretical concepts and then see those same concepts in action, aiding retention and highlighting the relevance of course material. Highlights include:
  - A unified model of open-economy macroeconomics that provides students with a cohesive approach to the theory, based on an asset-market approach to exchange rate determination with expectations in a central role.
  - A discussion of the international monetary experience that stresses the idea that different exchange rate systems lead to different policy coordination problems.
  - Give students learning tools to master course material
  - Chapter-opening Learning Goals list the essential concepts so students understand what they need to take away from each chapter.
  - Case Studies illustrate theory using real-world applications and provide important historical context.
  - Special Boxes offer vivid illustrations of points made in the text. Topics include the political backdrops underlying the theories of Ricardo and Hume, the story of Bolivian hyperinflation, and adjustments to asymmetric shocks.
FEATURES

- In order to create a shorter, comprehensive text for today’s more complex courses, the authors have merged and integrated a number of concepts and chapters:
  - Chapters on currency derivatives—futures, options, and swaps—have been combined.
  - Chapters on translation exposure and operating (economic) exposure have been revised to capture the industry’s growing interest and concern over these currency-based company exposures.
  - Chapters on the financial structures and capital sourcing strategies employed by multinational firms have been restructured and reorganized for a tighter presentation.
- EXPANDED! Use of fundamental theoretical foundations like that of the foreign currency/interest rate box diagram and the triangular structure of the Impossible Trinity.
- NEW! Select second-level complexity of content is delivered in appendices devoted to topics such as algebraic derivation of international parity conditions, foreign currency option pricing theory, advanced topics in transaction exposure hedging, foreign subsidiary funding and capitalization, and more.
- NEW! Nine chapter mini-cases explore the current global financial market’s many challenges.

CONTENTS

1. Multinational Financial Management: Challenges and Opportunities
2. The International Monetary System
3. The Balance of Payments
4. Financial Goals and Corporate Governance
5. The Foreign Exchange Market
6. International Parity Conditions
7. Foreign Currency Futures and Options
8. Interest Rate Derivatives and Swaps
9. Exchange Rate Determination and Forecasting
10. Transaction Exposure
11. Operating Exposure
12. Financial Structure of Foreign Subsidiaries
13. The Global Cost and Availability of Capital
14. Raising Equity and Debt Globally
15. Multinational Tax Management
16. International Trade Finance
17. Foreign Direct Investment and Political Risk
18. Multinational Capital Budgeting and Cross-Border Acquisitions

ABOUT THE BOOK

Renowned for its authoritative, comprehensive coverage of contemporary international finance, Multinational Business Finance trains the leaders of tomorrow’s multinational enterprises to recognize and capitalize on the unique characteristics of global markets. Because the job of a manager is to make financial decisions that increase firm value, the authors have embedded real-world mini-cases throughout to apply chapter concepts to the types of situations managers of multinational firms face.

The Fourteenth Edition, attempts to capture the rapid evolution of our global marketplace, taking a closer look at the types of organizations that permeate the widespread arena, competition and opportunities in emerging markets, and how financial leadership can integrate the strategic and financial challenges that global businesses face today.
ABOUT THE AUTHORS

David K. Eiteman is Professor Emeritus of Finance at the John E. Anderson Graduate School of Management at UCLA.

Arthur I. Stonehill is a Professor of Finance and International Business, Emeritus, at Oregon State University, where he taught for 24 years (1966-1990).

Michael H. Moffett is Continental Grain Professor in Finance at the Thunderbird School of Global Management at Arizona State University.

ABOUT THE BOOK

Tomorrow’s business leaders will be expected to comprehend global markets and lead their organizations through a constantly changing global environment. By grounding concepts in the context of illuminating case studies and real-world examples, Fundamentals of Multinational Finance familiarizes students with the fundamental concepts and tools necessary to implement an effective global financial management strategy. This edition includes the many new financial management challenges faced by today’s business leaders—while still providing students with a streamlined text that gets straight to the important concepts.

FEATURES

This edition highlights the management challenges faced by today’s business leaders by emphasizing the following three points:

- Organizations. Multinational enterprises (MNEs) apply to organizations of all kinds—the publicly traded, the privately held, the state-run, the state-owned organizations—all forms that permeate global business today.

- Markets. Country markets like that of China and India are no longer the sources of low-cost labor for global manufacturers. They are increasingly the focus for sales and growth of all firms, manufacturing and services, for earnings and growth. Although they may still be categorized as “emerging,” they are the economic drivers and primary challenges for global finance and global financial management.

- Financial leadership. The leaders of MNEs face numerous foreign exchange and political risks. These risks can be daunting, but they also present opportunities for creating value if properly understood. These opportunities and risks are most effectively understood in the context of the global business itself, and the ability of management to integrate the strategic and financial challenges that business faces.

CONTENTS

Part 1: Global Financial Environment
1. Multinational Financial Management: Opportunities and Challenges
2. The International Monetary System
3. The Balance of Payments
4. Financial Goals and Corporate Governance

Part 2: Foreign Exchange Theory and Markets
5. The Foreign Exchange Market
6. International Parity Conditions
7. Foreign Currency Derivatives and Swaps
8. Foreign Exchange Rate Determination

Part 3: Foreign Exchange Exposure
9. Transaction Exposure
10. Translation Exposure
11. Operating Exposure

Part 4: Financing the Global Firm
12. The Global Cost and Availability of Capital
13. Raising Equity and Debt Globally
14. Multinational Tax Management
15. International Trade Finance

Part 5: Foreign Investment Decisions
1. Foreign Direct Investment and Political Risk
2. Multinational Capital Budgeting and Cross-Border Acquisitions

ABOUT THE AUTHORS

Michael H. Moffett, Thunderbird School of Global
Arthur I. Stonehill, Retired; Oregon State University
David K. Eiteman, Retired; UCLA Anderson

INTERNATIONAL FINANCIAL MANAGEMENT: AN ANALYTICAL FRAMEWORK, 3/e

Thummuluri Siddaiah

ABOUT THE BOOK

This edition of International Financial Management blends the core concepts and theories of international finance with practical insights and applications which would help the financial managers and foreign exchange market participants take right decisions even under the environment of uncertainty. It also
provides a comprehensive coverage of financial and economic policies of the governments that relate to the realm of international finance. This book provides a detailed discussion on the risk mitigation techniques and strategies to handle such uncertainties of multiple nature, for example, COVID-19 which has given everyone and every business organization some experiences of taking decisions in the environment of fast changing technologies. The fin-tech which has a large bearing on the foreign exchange market operations is relevantly discussed. This edition is thoroughly revised and updated to fast changing factors that influence the cross-border financing, international trade, and cross-border investments.

FEATURES

■ Comprehensive Coverage: As many as eighteen chapters have constituted this edition of the book, each covering a major topic of international finance. A separate chapter on financial technology is the highlight of this edition.
■ Learning Tools: Learning outcomes, marginalia, solved examples, figures, tables, equations, key takeaways, exercises, case studies and MCQs are the major learning tools provided in this book.
■ Indian Perspective: Although the main theme of each topic is discussed from global perspective, the operational guidelines and policy matters are interpreted from Indian perspective.
■ Real-Time Data: The topic discussions are based on real-time data sourced from the publications of the agencies such as RBI, UNCTAD, IMF, etc.
■ Analytical Approach: The topic discussions and presentations are analytical; and the exercises, case studies and MCQs are designed to develop analytical skills of the students, research scholars and professionals.

CONTENTS

1. A Paradigm for Financial Decision Making
2. Financial Technology
3. Foreign Exchange Market Structure
4. Foreign Exchange Market Operations
5. The International Monetary System
6. The Balance of Payments: Structure and Implications
7. International Parity Relationships
8. Management of Foreign Exchange Exposure and Risk
9. Currency Forwards and Futures
10. Currency Options
11. Financial Swaps
12. Interest Rate Futures
13. Cross-border Investment Decisions
14. Financing Decisions of MNCs
15. Management of Working Capital: An International Perspective
16. International Trade
17. Foreign Investments Policy
18. Portfolio Theory: An International Perspective

Online Chapters

1. The Indian Accounting and Taxation System
2. Multilateral Financial Institutions

ABOUT THE AUTHOR

Dr Thummuluri Siddaiah was a Professor of Management and Dean of the Faculty at Sri Venkateswara University, India. An alumnus of Delhi School of Economics, Prof Siddaiah has developed interest in blending the economic policy with the corporate finance. This book is a product of his academic career spanning over four decades.

Investments

MODERN INVESTMENT THEORY, 5/e
Robert A Haugen

ISBN: 9789332583207
Pages: 688

ABOUT THE BOOK

This text offers accurate and intuitive coverage of investments, with an emphasis on portfolio theory. It includes extensive discussion of capital asset pricing, arbitrage pricing, pricing of derivative securities, interest rates, and bond management. Stock valuation, estimating future earnings and dividends, and fixed income markets are examined. Calculus is useful, but not required, since it is used only in the appendixes to the main discussions in the chapters.

FEATURES

The book differentiates itself in the following respects.

■ First, the coverage of portfolio theory is complete and detailed, covering four chapters including a unique graphical explanation of the Markowitz procedure, as well as a new chapter on asset allocation using comprehensive simulations with real data.
■ Second, extensive coverage is given to the issues related to capital asset pricing. The capital asset pricing model is covered in great detail. Emphasis is given to discriminating between the properties of the model that derive from economics and the properties that derive from definitional identities. The coverage of the arbitrage pricing theory is both complete and up-to-date. The issues involved in testing both CAPM and APT are also explored in detail. Indian cases have been added and data updation.

CONTENTS

Part I: Background

1. Introduction to Modern Investment Theory
2. Securities and Markets
3. Some Statistical Concepts
4. Combining Individual Securities into Portfolios

Part II: Portfolio Management

1. Finding the Efficient Set
The present adaptation ensures that the Indian readers are easily able to relate to examples from the Indian securities market. In the process, some of the chapters have been rearranged and enhanced to bring the discussion in line with contemporary presentation of security risks and returns.

**FEATURES**

- A new Chapter 3 dealing with the concept of returns and risk, and qualification of that risk in terms of a surrogate, that is, standard deviation.
- The original Chapter 3 has been integrated with chapters 17, 18, and 19 and rearranged into chapters 3, 4, 5, and 6.
- A discussion on Discounted Cash Flow method of valuing a company and a practical example of a listed company in India have been included.
- A new chapter on a contemporary topic 'behavioral finance (Chapter 20)' has been added.
- New Indian and global examples and cases have been added to make the discussions contemporary.

**CONTENTS**

1. Introduction to Securities
2. Markets for Securities
3. Risk and Return
4. Portfolio Analysis
5. Index Models
6. Capital Market Theory
7. Economic Analysis
8. Industry Analysis
9. Company Analysis: Measuring Earnings
10. Company Analysis: Forecasting Earnings
12. Bond Analysis: Return and Systematic Risk
13. Bond Analysis: Unsystematic Risk
14. Bond Management Strategies
15. Options
16. Rights, Warrants, and Convertibles
17. Futures
18. Technical Analysis
19. Efficient-market Theory
20. Behavioral Finance
21. Managed Portfolios and Performance measurements

**ABOUT THE AUTHOR**

Robert Arthur Haugen was a financial economist and a pioneer in the field of quantitative investing. He was President of Haugen Custom Financial Systems and also consulted and spoke globally.
ABOUT THE BOOK
This book on derivatives is a complete textbook for students pursuing a course specialisation in Finance. It deals primarily in foreign exchange and interest rate derivatives (as different from other books which primarily focus on Equity Derivatives, which comprises of 5% of world’s derivative market), which comprises 90% of the world’s derivative market, i.e. approx USD 5 trillion per day.

FEATURES
■ Detailed theory and practical facts arising from rich experience of authors gained while working with large commercial and global investment banks.
■ Each concept is backed by explanation and examples from real world.
■ Includes Foreign Exchange and Interest Rate Derivatives which are executed by investors and banks in real world. This is a unique value proposition of this book.
■ Rare screen shots of Thomson Reuters also feature in this book to give students a flavor of the real world

CONTENTS
1. Universe of Derivatives—Facts
2. Derivatives Introduced—Indian Perspective
3. OTC FX Concepts
4. ETC FX Concepts
5. FX Options Concepts
6. FX Options Valued
7. FX Options Structured Solutions
8. Interest Rate Product Vanilla to Exotic
9. Money Market Instruments
10. Indianomics
11. Fundamental Analysis & Data Releases
12. Profiting from Technical Analysis
13. ISDA Agreement Documenting Derivatives

ABOUT THE AUTHORS
Aman Chugh has vast experience and expertise in currency and rates derivative markets, which he has gained while working as Regional Head FX Channels in Global Markets Group of ICICI Bank.
Divik Maheshwari is working as Vice President in Fixed Income Division within Investment Banking vertical of Credit Suisse AG at Mumbai.

ABOUT THE BOOK
The first edition of this book was published in 1988, and in the last two decades, massive changes and developments have happened in the options and the derivatives markets. The 11th edition of Options, Futures, and Other Derivatives takes into account these changes, and presents the reader with an up-to-date scenario. Like earlier editions, this edition has also been designed to address the needs of a wide spectrum of the market. The book will be appropriate for students pursuing graduate courses in business, finance, economics, and financial engineering. It can be used for advanced undergraduate courses involving quantitative skills. Many practitioners who are involved in derivatives markets should also find the book useful.

FEATURES
A major change in financial markets will be the phase-out of LIBOR. This has led to important changes throughout the 11th edition. The overnight reference rates that will replace LIBOR, and the way they are used to determine zero curves, are discussed carefully.
■ The new reference rates are considered to be risk-free whereas LIBOR incorporates a time-varying credit spread. The book discusses the desire on the part of banks to augment the new reference rates with a measure of the level of credit spreads in the market.
■ The chapter on Wiener processes now covers fractional Brownian motion. This is becoming increasingly used in modeling volatility.
■ Rough volatility models which have in the last few years been found to fit volatility surfaces well are added to the models considered in Chapter 27.
■ Machine learning is becoming increasingly used in pricing and hedging derivatives. The reader is introduced to these applications at various points in the book.
■ Changes in the regulatory environment, including Basel IV, are covered.
■ The end-of-chapter problems have been updated (New end-of-chapter problems and revisions to many old end-of-chapter problems) to reflect the current market conditions. To make the book as easy to use as possible, solutions to most end-of-chapter problems are now on www.pearson.com and www-2.rotman.utoronto.ca/~hull.
■ The DerivaGem software is less LIBOR-focused and is available for download from www-2.rotman.utoronto.ca/~hull/software.
Tables, charts, market data, and examples have been updated throughout the book.

CONTENTS
1. Introduction
2. Futures markets and central counterparties
3. Hedging strategies using futures
4. Interest rates
5. Determination of forward and futures prices
6. Interest rate futures
7. Swaps
8. Securitization and the financial crisis of 2007–8
9. XVAs
10. Mechanics of options markets
11. Properties of stock options
12. Trading strategies involving options
13. Binomial trees
14. Wiener processes and Ito’s lemma
15. The Black–Scholes–Merton model
16. Employee stock options
17. Options on stock indices and currencies
18. Futures options and Black’s model
19. The Greek letters
20. Volatility smiles and volatility surfaces
21. Basic numerical procedures
22. Value at risk and expected shortfall
23. Estimating volatilities and correlations
24. Credit risk
25. Credit derivatives
26. Exotic options
27. More on models and numerical procedures
28. Martingales and measures
29. Interest rate derivatives: The standard market models
30. Convexity, timing, and quanto adjustments
31. Equilibrium models of the short rate
32. No-arbitrage models of the short rate
33. Modeling forward rates
34. Swaps revisited
35. Energy and commodity derivatives
36. Real options
37. Derivatives mishaps and what we can learn from them

ABOUT THE AUTHORS
John C Hull is a Maple financial group professor of Derivatives and Risk Management at Joseph L. Rotman School of Management, University of Toronto
Sankarshan Basu is a Professor of finance and control at Indian Institute of Management Bangalore
ABOUT THE BOOK
Targeted at postgraduate students of commerce, finance and management, Derivatives and Risk Management blends theory, problems, and cases to introduce the basic concepts in lucid, engaging manner. The comprehensive coverage of fundamentals along with liberal use of examples to explain concepts makes it the perfect textbook. It will also be of use to fund managers, risk-management specialists, treasury managers, students taking the CFA examinations and anyone who wants to understand the derivatives market in India.

FEATURES
- Explains concepts through detailed examples and problems
- Includes new chapters on Cryptocurrency derivatives, Contract for Differences, and Value-at-Risk
- Uses learning tools such as learning objectives, figures, tables, chapter summaries and end-of-chapter questions, problems and cases.
- Presents snapshots of real world situations through chapter-opening boxes
- Includes a wide range of online supplements

CONTENTS
1. Introduction
2. Forward Contracts
3. Futures Contracts
4. Hedging Strategies Using Futures
5. Single Stock Futures and Stock Index Futures
6. Interest Rate Futures
7. Currency Futures
8. Interest Rate and Currency Swaps
9. Fundamentals of Options
10. Call and Put Options
11. Combinations of Options: Trading Strategies
12. Put–Call Parity
13. The Binomial Options Pricing Model
14. The Black–Scholes Options Pricing Model
15. Currency Options, Interest Rate Options and Options on Futures
16. Value-at-risk

Online Chapters
S1 The Derivatives Market in India
S2 Interest Rates

S3 Greeks in Options
S4 Exotic Options
S5 Credit Derivatives
S6 Cryptocurrency Derivatives and Contracts for Differences

ABOUT THE AUTHOR
Sundaram Janakiramanan is currently Professor at University of Social Sciences Singapore

PRINCIPLES OF RISK MANAGEMENT AND INSURANCE, 13/e
George E. Rejda
Michael McNamara

ABOUT THE BOOK
Redja’s Principles of Risk Management and Insurance provides an in-depth examination of major risk themes. Using rich and up-to-date content on the basic concepts of risk and insurance, and introductory and advanced topics in traditional and enterprise risk management, the text is relevant to a wide number of disciplines in the business realm.

Fully updated and revised, the Thirteenth Edition now covers global topics ranging from natural disasters and terrorism, to domestic issues like the ever-evolving Affordable Care Act and Healthcare Reform. Principles of Risk Management and Insurance sets itself apart by placing primary emphasis on insurance consumers and blends basic risk management and insurance principles with consumer considerations, allowing students to apply basic concepts to their own personal risk management and insurance programs.

FEATURES
- NEW! Technically accurate and up-to-date material has been reviewed by numerous experts, especially in areas where changes occur rapidly.
- NEW! In-depth discussion of healthcare reform, including the broken healthcare delivery system in the United States that led to enactment of the Affordable Care Act (ACA)
- Learning Objectives are provided at the beginning of each chapter to give students a brief introduction to the main concepts in the reading.
- Chapter opening examples provide hypothetical situations to help familiarize students with the topics that will be addressed in the chapter.
- Insight Boxes are valuable learning tools that provide real-world application of the concepts discussed in the chapter.
- Numerous website references in each chapter present valuable Internet resources for students to supplement their learning.
Real-world examples of risk and insurance concepts are discussed in the text.

CONTENTS
1. Risk and its Treatment
2. Insurance and Risk
3. Introduction to Risk Management
4. Enterprise Risk Management and Related Topics
5. Types of Insurers and Marketing Systems
6. Insurance Company Operations
7. Financial Operations of Insurers
8. Government Regulation of Insurance
9. Fundamental Legal Principles
10. Analysis of Insurance Contracts
11. Life Insurance
13. Buying Life Insurance
14. Annuities and Individual Retirement Accounts
15. Healthcare Reform: Individual Health Insurance Coverages
16. Employee Benefits: Group Life and Health Insurance
17. Employee Benefits: Retirement Plans
18. Social Insurance
19. The Liability Risk
20. Auto Insurance
21. Auto Insurance, Part II
22. Homeowners Insurance, Section I
23. Homeowners Insurance, Section II
24. Other Property and Liability Insurance Coverages
25. Commercial Property Insurance
26. Commercial Liability Insurance
27. Crime Insurance and Surety Bonds

Mergers & Acquisitions
TAKEOVERS, RESTRUCTURING AND CORPORATE GOVERNANCE, 4/e
J. Fred Weston
Mark L. Mitchell
J. Harold Mulherin
Prashant Salwan

ABOUT THE BOOK
This book, meant fundamentally for undergraduate- and graduate-level courses on mergers and acquisitions as well as business and corporate finance, economics and strategy methodically combines conceptual and enhanced empirical data. It offers students a practical insight into understanding mergers and acquisitions as well as corporate restructuring in the arrangement of strategic planning experienced by managers in all business organizations.

FEATURES
- Chapters on strategic processes, theories of mergers and tender offers, the timing of merger activity, empirical tests of corporate restructuring and divestitures are fully updated
- Explains the merger and acquisition process within a broad framework of company’s strategic plans
- Features Indian cases like Aditya Birla Nuvo, the inorganic growth of Videocon, the mergers and acquisitions of Indian companies and Crompton Greaves’s growth strategy

CONTENTS
Part I: Takeovers and Mergers In Practice
1. The Takeover Process
2. The Legal and Regulatory Framework
3. Accounting for M&As
4. Deal Structuring
Part II: M&As—Theories and Empirical Tests
5. Strategic Processes
6. Theories of Mergers and Tender Offers
7. The Timing of Merger Activity
8. Empirical Tests of M&A Performance
Part III: Valuation—The Strategic Perspective
9. Alternative Approaches to Valuation
10. Increasing the Value of the Organization
Part IV: Restructuring
11. Corporate Restructuring and Divestitures
12. Empirical Tests of Corporate Restructuring and Divestitures
13. Financial Restructuring
Part V: M&A Strategies
14. Alliances and Joint Ventures
15. Employee Stock Ownership and MLPs
16. Going Private and Leveraged Buyouts
17. International Takeovers and Restructuring
Part VI: Strategies for Creating Value
18. Share Repurchases
19. Takeover Defenses
20. Corporate Governance and Performance
21. Merger Arbitrage
22. Implementation and Management Guides for M&As

ABOUT THE AUTHORS
J. Fred Weston is from The Anderson School, University of California, Los Angeles
Mark L. Mitchell is from Harvard Business School and CNH Partners
J. Harold Mulherin is from Claremont McKenna College
Prashant Salwan is from Indian Institute of Management, Indore
ACCOUNTING AND FINANCE

■ Cash budgeting models simplified
■ Complete text revisited
■ Solved Problems
■ Quick Examples
■ Quick-check concepts
■ Chapter Summary
■ Excel Applications
■ New in the 5th Edition
■ Complete text revisited
■ Cash budgeting models simplified
■ Operating leverage concept re-written
■ More solved problems and chapter-end problems were added.

CONTENTS
Part 1 Introduction
1. Financial Management: Scope and Objectives
2. Source of Long-Term Finance
Part 2 Concepts of Value
3. Time Value of Money
4. Value of Shares and Debentures
Part 3 Concepts of Risk and Return
5. Return and Risk Calculation
6. Portfolio Theory and CAPM
Part 4 Capital Budgeting and Cost of Capital
7. Capital Budgeting Techniques
8. Capital Budgeting Analysis
9. Risk Analysis in Capital Budgeting
10. Cost of Capital

Part 5 Financing and Dividend Decisions
11. Operating and Financial Leverage
12. Capital Structure Theory and Policy
13. Dividend Theory and Policy
Part 6 Working Capital Management
14. Working Capital Principles
15. Credit Management
16. Inventory Management
17. Cash Management
18. Working Capital Finance

ABOUT THE BOOK
Essentials of Financial Management is meant for BBA, BBS, B. Com (Hons), and B. Com students as well as to serve as a first-level course for students preparing for charted, cost, and management accountancy, certified financial analyst, and company secretary examination, and other degree and diploma courses. Finance and non-finance executives will also find it useful.

The book details how to manage corporate funds and liquidity. It focuses on financial decision-making and the role of the financial manager. It introduces readers to the basic concepts of the time value of money, return and risk, and portfolio theory and discusses important financial topics like the cost of capital, capital budgeting, debt-equity mix, sources of finance, dividend policy, working capital management, and financial planning in a simple and lucid way.

FEATURES
- Chapter Summary
- Quick-check concepts
- Quick Examples
- Solved Problems
- Excel Applications
- New in the 5th Edition
- Complete text revisited
- Cash budgeting models simplified
- Operating leverage concept re-written
- More solved problems and chapter-end problems were added.

ABOUT THE AUTHORS
I M Pandey, Former Dean and Professor, IIM Ahmedabad

FOUNDATIONS OF FINANCE, 9/e
Arthur J. Keown
John D. Martin
J. William Petty

FEATURES
- Five Principles, presented at the beginning of the book, provide students with a strong foundation of the key concepts in finance so they are able to apply such principles outside of class to real-life situations.
- Principle 1: Cash Flow Is What Matters
- Principle 2: Money Has a Time Value
- Principle 3: Risk Requires a Reward
- Principle 4: Market Prices are Generally Right
- Principle 5: Conflicts of Interest Can Cause Agency Problems
- A Focus on Valuation. Although many professors and instructors make valuation the central theme of their course,
students often lose sight of this focus when reading their text. The authors have revised this edition to reinforce this focus in the content and organization of the text:

- Five finance principles provide the foundation for the valuation of any investment.
- New topics are introduced in the context of “what is the value proposition?” and “how is the value of the enterprise affected?”

CONTENTS

1. An Introduction to the Foundations of Financial Management
2. The Financial Markets and Interest Rates
3. Understanding Financial Statements and Cash Flows
4. Evaluating a Firm’s Financial Performance
5. The Time Value of Money
6. The Meaning and Measurement of Risk and Return
7. The Valuation and Characteristics of Bonds
8. The Valuation and Characteristics of Stock
9. The Cost of Capital
10. Capital-Budgeting Techniques and Practice
11. Cash Flows and Other Topics in Capital Budgeting
12. Determining the Financing Mix
13. Dividend Policy and Internal Financing
14. Short-Term Financial Planning
15. Working-Capital Management
16. International Business Finance
17. Cash, Receivables, and Inventory Management

ABOUT THE AUTHORS

Arthur J. Keown, Virginia Polytechnic Institute and State University
John D. Martin, Baylor University
J. William Petty, Baylor University

FEATURES

- A running example throughout the text walks students through the financial story of the fictitious Stephanie Spratt, a recent college graduate and new entrant into the workforce, helping them apply the material to real-life scenarios.
- Chapter Introductions provide interest-grabbing scenarios that preview the chapter’s content.
- Learning Objectives correspond to the chapter’s main headings and guide students through the material.
- The Psychology of Personal Finance explains how financial planning decisions are affected by psychology.
- Chapter Summaries present the key points of the chapter to aid in student study.
- Ethical Dilemmas showcase real-life ethical situations, along with questions, to encourage students to think critically about ethics.

CONTENTS

1. Overview of a Financial Plan
2. Planning with Personal Financial Statements
3. Applying Time Value Concepts
4. Using Tax Concepts for Planning
Part 2: Managing Your Liquidity
5. Banking and Interest Rates
6. Managing Your Money
7. Assessing and Securing Your Credit
8. Managing Your Credit
Part 3: Personal Financing
9. Personal Loans
10. Purchasing and Financing a Home
Part 4: Protecting Your Wealth
11. Auto and Homeowner’s Insurance
12. Health and Disability Insurance
13. Life Insurance
Part 5: Personal Investing
14. Investing Fundamentals
15. Investing in Stocks
16. Investing in Bonds
17. Investing in Mutual Funds
18. Asset Allocation
Part 6: Retirement and Estate Planning
19. Retirement Planning
20. Estate Planning
Part 7: Synthesis of Financial Planning
21. Integrating the Components of a Financial Plan

ABOUT THE AUTHOR

Jeff Madura, Emeritus Professor of Finance; Florida Atlantic University.
ABOUT THE BOOK

The Art and Science of Corporate Investment Decisions is your guide to the valuation of investment opportunities. Considering both industry practice and recent advances in valuation methods, this text will introduce you to a broad spectrum of valuation approaches and equip you to make wise investment decisions.

FEATURES

■ Expose Students to the Latest Valuation Tools
■ Enrich Text Presentation with Extensions and Insights
■ Did you know? side comments provide little slices of interesting financial lore.
■ Stay Up-to-Date on the Newest Information in the Field
■ End-of-Chapter Exercises, Problems and Mini-Cases

CONTENTS

1. Overview of Valuation

Part I: Project Analysis Using Discounted Cash Flow (DCF)
2. Forecasting and Valuing Cash Flows
3. Project Risk Analysis

Part II: Cost of Capital
4. Estimating a Firm’s Cost of Capital
5. Estimating Required Rates of Return for Projects

Part III: Financial Statements and Valuation
6. Forecasting Financial Performance
7. Earnings Dilution, Incentive Compensation, and Project Selection

Part IV: Enterprise Valuation
8. Relative Valuation Using Market Comparables
9. Enterprise Valuation
10. Valuation in a Private Equity Setting

Part V: Futures, Options, and the Valuation of Real Investments
11. Using Futures and Options to Value Real Investments
12. Managerial Flexibility and Project Valuation: Real Options
13. Strategic Options: Evaluating Strategic Opportunities

ABOUT THE AUTHORS

Sheridan Titman holds the McAllister Centennial Chair in Financial Services at the University of Texas.

John Martin holds the Carr P. Collins Chair in Finance in the Hankamer School of Business at Baylor University, where he teaches in the Baylor EMBA programs.
About the Book
Written in a simple, straightforward style, Business Forecasting, 9/e, presents basic statistical techniques using practical business examples to teach students how to predict long-term forecasts.

Features
- Emphasis has been placed on the application of theoretical concepts and techniques by incorporating end-of-chapter exercises such as:
  - Twelve additional cases.
  - Thirty-two new problem sets.
  - Minitab Applications are presented at the end of each chapter with step-by-step guidance.
  - Excel 2003 Applications have been added to demonstrate how a forecasting problem is solved.

- All chapters in this edition have been revised to enhance the clarity of the writing and increase teaching and learning effectiveness. Six sections have been constructed which include:
  - Background material on the nature of forecasting and a quick review of statistical concepts.
  - The exploration of data patterns, averaging, smoothing techniques, and an introduction to time series decomposition in terms of underlying components.

- The authors have tried several different approaches to help faculty and students use the computer for forecasting. This edition features the following:
  - Minitab instructions.
  - Excel instructions.
  - Three data collections are available on the Companion Website.
  - Examples of different computer outputs are placed throughout the text.

Contents
1. Introduction to Forecasting.
2. Exploring Data Patterns and Choosing a Forecasting Technique.
4. Time Series and Their Components.
5. Simple Linear Regression.
6. Multiple Regression Analysis.
7. Regression with Time Series Data.
ABOUT THE BOOK
Written in a simple, straightforward style, Business Forecasting 9/e, presents basic statistical techniques using practical business examples to teach students how to predict long-term forecasts.

FEATURES
- Emphasis has been placed on the application of theoretical concepts and techniques by incorporating end-of-chapter exercises such as:
  - Twelve additional cases.
  - Thirty two new problem sets.
  - Minitab Applications are presented at the end of each chapter with step-by-step guidance.
  - Excel 2003 Applications have been added to demonstrate how a forecasting problem is solved.
- All chapters in this edition have been revised to enhance the clarity of the writing and increase teaching and learning effectiveness. Six sections have been constructed which include:
  - Background material on the nature of forecasting and a quick review of statistical concepts.
  - The exploration of data patterns, averaging, smoothing techniques, and an introduction to time series decomposition in terms of underlying components.
- The authors have tried several different approaches to help faculty and students use the computer for forecasting. This edition features the following:
  - Minitab instructions.
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4. Time Series and Their Components.
5. Simple Linear Regression.
6. Multiple Regression Analysis.
7. Regression with Time Series Data.
8. The Box-Jenkins (ARIMA) Methodology.
Appendix A: Derivations.
Appendix B: Data for Case Study 7.1.
Appendix C: Tables.
Appendix D: Data Sets and Databases.
Tableau Guides for selected chapters that make best use of this software for basic and advanced visualizations and regression analysis.

An All-New Business Analytics Chapter (Chapter 14) that makes extensive use of JMP, Minitab, and Tableau to illustrate predictive analytics for prediction, classification, clustering.

CONTENTS
1. Defining and Collecting Data
2. Organizing and Visualizing Variables
3. Numerical Descriptive Measures
4. Basic Probability
5. Discrete Probability Distributions
6. The Normal Distribution
7. Sampling Distributions
8. Confidence Interval Estimation
10. Two-Sample Tests and One-Way ANOVA
11. Chi-Square Tests
12. Simple Linear Regression
13. Multiple Regression
14. Business Analytics
15. Statistical Applications in Quality Management
16. Appendices A–H
17. Self-Test Solutions and Answers to Selected Even-Numbered Problems
18. Index
19. Credits

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David M. Levine is Professor Emeritus of Statistics and Computer Information Systems at Baruch College, City University of New York. David F. Stephan is an independent instructional technologist. He was an Instructor/Lecturer of Computer Information Systems at Baruch College (City University of New York) for over 20 years. Kathryn A. Szabat is Associate Professor and Chair of Business Systems and Analytics at La Salle University.
P. Mariappan

NEW
BASIC BUSINESS STATISTICS, 14/e
Mark L. Berenson,
David M. Levine
Kathryn A. Szabat
David F. Stephan
ISBN: 9789356065314
Pages: 828

ABOUT THE BOOK
Basic Business Statistics helps students see the essential role that statistics will play in their future careers by using examples drawn from all functional areas of real-world business. Guided by principles set forth by ASA's Guidelines for Assessment and Instruction (GAISE) reports and the authors' diverse teaching experiences, the text continues to innovate and improve the way this course is taught to students. The 14th Edition includes new and updated resources and tools to enhance students' understanding, and provides the best framework for learning statistical concepts.

FEATURES
- Helps students understand the role of statistics in their future careers
- Gives students a framework to learn and understand statistical concepts
- Enhances learning with flexible online features and software integration

CONTENTS
1. Defining and Collecting Data
2. Organizing and Visualizing Variables
3. Numerical Descriptive Measures
4. Basic Probability
5. Discrete Probability Distributions
6. The Normal Distribution
7. Sampling Distributions
8. Confidence Interval Estimation
10. Two-Sample Tests
11. Analysis of Variance
12. Chi-Square and Nonparametric Tests
13. Simple Linear Regression
14. Introduction to Multiple Regression
15. Multiple Regression Model Building
16. Time-Series Forecasting
17. Business Analytics
18. Getting Ready to Analyze Data in the Future
19. Statistical Applications in Quality Management (online)
20. Decision Making (online)

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David M. Levine
Kathryn A. Szabat, La Salle University
David F. Stephan, Two Bridges Instructional Technology
ABOUT THE BOOK

Business Analytics teaches the fundamental concepts of modern business analytics and provides vital tools in understanding how data analysis works in today’s organizations. Author James Evans takes a fair and comprehensive, approach, examining business analytics from both descriptive and predictive perspectives. Students learn how to apply basic principles, communicate with analytics professionals, and effectively use and interpret analytic models to make better business decisions. And included access to commercial grade analytics software gives students real-world experience and career-focused value. As such, the 3rd Edition has gone through an extensive revision and now relies solely on Excel, enhancing students’ skills in the program and basic understanding of fundamental concepts. Additionally, Analytic Solver can now be found in online supplements to accommodate any new software updates, so students are prepared to use these same tools when they graduate.

FEATURES

Five sections guide students through the information

- Part 1: Foundations of Business Analytics. The first two chapters provide the basic foundations needed to understand business analytics and Microsoft Excel, and show students how to manipulate data and develop simple spreadsheet models.
- Part 2: Descriptive Analytics. Chapters 3 through 7 cover the fundamental tools and methods of data analysis and statistics. These chapters focus on visual representations of data, descriptive statistical measures, probability distributions and data modeling, sampling and estimation, and statistical inference.
- Part 3: Predictive Analytics. Chapters 8 through 12 develop approaches for applying trendlines and regression analysis, forecasting and introductory data mining techniques, building and analyzing models on spreadsheets, and simulation and risk analysis.
- Part 5: Making Decisions. Chapter 16 focuses on philosophies, tools, and techniques of decision analysis.

ABOUT THE AUTHOR

James R. Evans, is professor in the Department of Operations, Business Analytics, and Information Systems in the College of Business at the University of Cincinnati. Dr. Evans has published numerous textbooks in a variety of business disciplines, including statistics, decision models, and analytics, simulation and risk analysis, network optimization, operations management, quality management, and creative thinking.

ABOUT THE BOOK

Business Analytics is now a part and parcel of MBA curriculum of most institutions, as business organizations expect the new managers to have a basic knowledge of Analytics. There is also an emerging career opportunity for management graduates with deeper knowledge of Analytics. These professionals would be in Analytics roles, where business knowledge is critical. In this respect, this book will be a suitable textbook for students at postgraduate level. Beyond this, it will be a refresher material for working professionals.
FEATURES
- The book is structured to mimic stages of a typical Analytic process.
- This book starts with understanding business problem, data cleaning, exploratory data analysis, model building, model implementation and evaluation.
- An in-depth explanation is provided on the concept of ‘Modeling’.
- The book contains many interesting caselet and box items discussing on interesting facts and figures relevant to the current industrial scenarios.
- Resource material for this book includes, Instructor PPT, MCQ, Data sets and Codes for practice and set of research questions to take up mini projects.

CONTENTS
1. Introduction
2. Analytics Process
3. Data Preparation
4. Exploratory Data Analysis
5. Models as Decision Tools
6. Building Linear Models
7. Building Decision Trees
8. Building Categorical Response Models
9. Tool Kit for Analyst
10. Model Implementation and Maintenance

ABOUT THE AUTHOR
Regi Mathew (Consultant & Trainer – Analytics and Machine Learning) Former Prof @ NMIMS Bangalore

ABOUT THE BOOK
Appropriate for experimental scientists in a variety of disciplines, this market-leading text offers a readable introduction to the statistical analysis of multivariate observations. Its primary goal is to impart the knowledge necessary to make proper interpretations and appropriate techniques for analyzing multivariate data. Ideal for a junior/senior or graduate level course that explores the statistical methods for describing and analyzing multivariate data, the text assumes two or more statistics courses as a prerequisite.

FEATURES
- Accessible level:
  - Presents the concepts and methods of multivariate analysis at a level that is readily understandable by readers who have taken two or more statistics courses.
  - Emphasizes the applications of multivariate methods and, consequently, they have made the mathematics as palatable as possible. The use of calculus is avoided.
- Organization and approach:
  - Contains the methodological tools of multivariate analysis in chapters 5 through 12.
  - The approach in the methodological chapters (chapters 5–12) is to keep the discussion direct and uncluttered.
- An abundance of examples and exercises based on real data. It includes, in some cases, snapshots of the corresponding SAS output.
- Targeted presentation of key concepts:
  - Directs students’ attention to essential material.
  - Emphasis on applications of multivariate methods.
  - A clear and insightful explanation of multivariate techniques.

CONTENTS
I. Getting Started
1. Aspects of Multivariate Analysis.
2. Sample Geometry and Random Sampling.
II. Inferences about Multivariate Means and Linear Models
5. Inferences About a Mean Vector.
6. Comparisons of Several Multivariate Means.
7. Multivariate Linear Regression Models.
III. Analysis of a Covariance Structure
8. Principal Components.
10. Canonical Correlation Analysis
IV. Classification and Grouping Techniques
11. Discrimination and Classification.
12. Clustering, Distance Methods and Ordination.
ABOUT THE BOOK

Statistics for Management, 8e, is a comprehensive textbook designed to help students understand the statistical concepts and applications used in business and management situations. In the manner of the earlier editions, this edition too omits complex notations in favor of graphic and verbal explanations and aims to explain the subject with a practical orientation. Examples from the real world are discussed to explain how the textbook principles work in professional practice. Written in a simple and lucid language, this book is an excellent resource for students pursuing management courses.

FEATURES

- Emphasis on providing easy-to-understand explanation of statistical topic a strong real-world focus
- Offers three types of end-of-chapter exercise – Basic Concepts (exercises without scenarios), Applications (with scenarios), and Self-Check Exercises (with worked-out solutions right in the section)
- Increase in the number of real-world examples in the end-of-chapter sections Review and Application Exercises
- Includes new problems and cases specifically covering the Indian scenario
- Provides a stepwise guide along with relevant snapshots for running various tools on the SPSS software and the MS Excel Package

CONTENTS

1. Introduction
2. Grouping and Displaying Data to Convey Meaning: Tables and Graphs
3. Measures of Central Tendency and Dispersion in Frequency Distributions
4. Probability I: Introductory Ideas
5. Probability Distributions
6. Sampling and Sampling Distributions
7. Estimation
8. Testing Hypotheses: One-sample Tests
10. Quality and Quality Control
11. Chi-Square and Analysis of Variance
12. Simple Regression and Correlation
13. Multiple Regression and Modeling
14. Nonparametric Methods
15. Time Series and Forecasting
16. Index Numbers
17. Decision Theory

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Sanjay Rastogi, Indian Institute of Foreign Trade, New Delhi
First Things First

1. Defining and Collecting Data
2. Organizing and Visualizing Variables
3. Numerical Descriptive Measures
4. Basic Probability
5. Discrete Probability Distributions
6. The Normal Distribution and Other Continuous Distributions
7. Sampling Distributions
8. Confidence Interval Estimation
10. Two-Sample Tests
11. Analysis of Variance
12. Chi-Square Tests and Nonparametric Tests
13. Simple Linear Regression
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ABOUT THE AUTHORS

David M. Levine is Professor Emeritus of Statistics and Computer Information Systems at Baruch College, City University of New York. David F. Stephan is an independent instructional technologist. He was an Instructor/Lecturer of Computer Information Systems at Baruch College (City University of New York) for over 20 years. Kathryn A. Szabat is Associate Professor and Chair of Business Systems and Analytics at La Salle University.

ABOUT THE BOOK

The 3rd Edition of Statistics for Business: Decision Making and Analysis emphasizes an application-based approach, in which students learn how to work with data to make decisions. In this contemporary presentation of business statistics, students learn how to approach business decisions through a 4M Analytics decision making strategy—motivation, method, mechanics and message—to better understand how a business context motivates the statistical process and how the results inform a course of action. Each chapter includes hints on using Excel, Minitab, and JMP for calculations, pointing the student in the right direction to get started with analysis of data.

FEATURES

- Each chapter opens with a motivating business example that frames a question and motivates the contents of the chapter. The authors return to the example throughout the chapter, as the statistical methods are presented and provides answers to the question posed in the opening example.
- 4-M Analytics Examples (Motivation, Method, Mechanics, Message) provide a consistent methodology used for worked-out examples. This approach gives students a consistent structure for solving problems and presenting their findings in the appropriate context.
- Each chapter includes software hints on using Excel, Minitab, and JMP for calculations and to generate graphs. These hints give students a jumping off point for getting started doing statistical analysis with software.
- Statistics in Action case studies follow each of the four parts of the book. Each case provides an in-depth look at a business application of statistics, uses real data, and takes students through the details of using that data to address a business question.

CONTENTS

Part I: Variation
1. Introduction
2. Data
3. Describing Categorical Data
4. Describing Numerical Data
5. Association Between Categorical Variables
6. Association Between Quantitative Variables

Part II: Probability
7. Probability
8. Conditional Probability
9. Random Variables
10. Association Between Random Variables
11. Probability Models for Counts
12. The Normal Probability Model

Part III: Inference
13. Samples and Surveys
14. Sampling Variation and Quality
15. Confidence Intervals
16. Statistical Tests
17. Comparison
18. Inference for Counts

Part IV: Regression Models
19. Linear Patterns
20. Curved Patterns
21. The Simple Regression Model
22. Regression Diagnostics
23. Multiple Regression
24. Building Regression Models
25. Categorical Explanatory Variables
26. Analysis of Variance
27. Time Series

ABOUT THE AUTHORS

Robert Stine holds a Ph.D. from Princeton University. He has taught at the Wharton School since 1983, during which time he has regularly taught business statistics.
Dean Foster holds a Ph.D. from the University of Maryland. He has taught at the Wharton School since 1992 and previously taught at the University of Chicago.

ABOUT THE BOOK
Using Multivariate Statistics, 7th Edition presents complex statistical procedures in a way that is maximally useful and accessible to researchers who may not be statisticians. The authors’ practical approach focuses on the benefits and limitations of applying a technique to a data set — when, why, and how to do it. Only a limited knowledge of higher-level mathematics is assumed. Students using this text will learn to conduct numerous types of multivariate statistical analyses; find the best technique to use; understand limitations to applications; and learn how to use SPSS and SAS syntax and output.

FEATURES
- New – All output is up to date, showing tables from IBM SPSS version 24 and SAS version 9.4. The output in the book matches the output of the user’s program, so they know what to look for and how to use it.
- Updated – References in all chapters have been updated; for references prior to 2000, only classic citations are included.
- New – References and online facilities for sample size and power analysis are shown. Once considered mysterious and difficult, these analyses can now be done using online programs in many cases; the authors demonstrate where and how to address these facilities.
- New – Work on relative importance has been incorporated in multiple regression, canonical correlation, and logistic regression analysis, complete with demonstrations. This post hoc analysis takes effect size a step further by indicating relative importance for each significant variable as a percentage of the solution.
- Updated – Procedures for multiple imputation of missing data are updated, included and illustrated. This powerful method of estimating the values of missing data can be used even with repeated measures type data. It allows users to keep the data set intact, despite missing data points on several variables.
- New – The automated time-series example takes advantage of an IBM SPSS expert modeler that replaces previous tea-leaf reading aspects of the analysis.

CONTENTS
1. Introduction
3. Review of Univariate and Bivariate Statistics
4. Cleaning Up Your Act: Screening Data Prior to Analysis
5. Multiple Regression
6. Analysis of Covariance
7. Multivariate Analysis of Variance and Covariance
9. Discriminant Analysis
10. Logistic Regression
11. Survival/Failure Analysis
12. Canonical Correlation
13. Principal Components and Factor Analysis
15. Multilevel Linear Modeling
16. Multiway Frequency Analysis
17. Time-Series Analysis
18. An Overview of the General Linear Model

ABOUT THE AUTHOR
Barbara Tabachnick is Professor Emerita of Psychology at California State University, Northridge, and co-author with Linda Fidell of Using Multivariate Statistics and Experimental Designs Using ANOVA.
Linda S. Fidell, California State University - Northridge

ABOUT THE BOOK
Business Mathematics is an ideal text for all levels with real-life applications.
FEATuRES
■ The problems discussed in the examples and in the exercises are related to the Business
■ Mathematics question papers

CONTENTS
1. Introduction to Business Mathematics
2. Algebra
3. Theory of Sets and Its Business Applications
4. Ratio
5. Functions and Graphs
6. Quadratic Functions and Theory of Quadratic Equations
7. Permutation and Combination
8. Mathematical Induction and Binomial Theorem
9. Sequence and Series—its Application to Business
10. Compound Interest and Annuities
11. Coordinate Geometry
12. Locus and Equation to a Locus
13. Straight Line
14. Circle
15. Matrix and its Applications to Business
16. Application of Matrix Concept
17. Differential Calculus and its Business Applications
18. Applications of Integral Calculus to Business
19. Functions and Their Applications to Business
20. Linear Programming and its Application to Business
21. Transportation Problem
22. Probability Theory
23. Correlation and Regression Analysis
24. Concept of Shares

ABOUT THE auTHORS
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BUSINESS MATHEMATICS
Kashyap Trivedi
Chirag Trivedi

ISBN: 9788131732182
Pages: 520

ABOUT THE BOOK
Business Mathematics focuses on transforming learning and teaching math into its simplest form by adopting learning by application approach. The book is refreshingly different in its approach, and endeavors to motivate student to learn the concept and apply them in real-life situations. It is purposely designed for the undergraduate students of management and commerce and covers wide range of syllabuses of different universities offering this course.

FEATuRES
■ Each topic explained in the simplest manner with the help of step-by-step illustration and solved example.
■ Chapters include:
  ▶ More than 900 solved problems
  ▶ More than 2300 unsolved problems
  ▶ Graphical presentations and figures to support argument, reinforce logic and to boost up visual memory.
■ Similar concepts and chapters grouped together to ensure clarity in understanding.

CONTENTS
1. Surds
2. Indices and Logarithm
3. Quadratic Equation
4. Complex numbers
5. Set, Relations and Function
6. Profit—Loss, Discount, Commission and Brokerage
7. Simple Interest, Average Due Dates and Rebate on Bills Discounted
8. Compound Interest and Depression
9. Annuity
10. Limit and Continuity
11. Differential Calculus (Derivative)
12. Integral Calculus (Indefinite and Definite Integration)
13. Application of Calculus
14. Point
15. Straight Line
16. Hyperbola
17. Parabola
18. Circle
19. Ellipse
20. Determination
21. Matrix Algebra
22. Permutation and Combination
23. Binomial Expansion
24. Principle of Mathematical Induction
25. Sequence and Series

ABOUT THE auTHOR
Mr. Kashyap Trivedi is a senior professor at Arihant Institute Private Ltd, Ahmedabad and visiting faculty to some other institutes. Dr Chirag Trivedi teaches at R.J. Tibrewal Commerce College, University of Gujarat, Ahmedabad
ABOUT THE BOOK

The book presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of issues on the market. This edition employs a strategic framework that identifies and illustrates facilities, inventory, transportation, and information as the key factors of operations management—to help readers better understand concepts important to today’s operations management professionals. Students and practitioners will be able to relate the operations management theories discussed in the book to their actual practice in the Indian companies.

FEATURES

- Sixteen new case studies on operations management strategies in the Indian context, such as Indigo Airlines, Micromax, Indian Railways, etc., have been added.
- Nineteen 'OM in Action' boxed matter focusing on the operations management concepts in the Indian context, such as Toyota, Cipla, Air India, Flipkart, etc., have been incorporated.
- Balanced and up-to-date coverage of examples from the service and manufacturing sectors in the Indian scenario have been added in each chapter.
- Well-structured questions like ‘Discussion Questions’ and ‘Self Test’ questions have been provided with each chapter so that students can test their understanding and understand difficult concepts.

CONTENTS

Part I: Introduction to Operations Management
1. Operations and Productivity
2. Operations Strategy in a Global Environment
3. Project Management
4. Forecasting

Part II: Designing Operations
5. Design of Goods and Services
6. Managing Quality
7. Process Strategy
8. Location Strategies
9. Layout Strategies

Part III: Managing Operations
11. Supply Chain Management
12. Inventory Management
13. Aggregate Planning and S&OP
14. Material Requirements Planning (MRP) and ERP
15. Short-Term Scheduling
16. Lean Operations
17. Maintenance and Reliability

ABOUT THE AUTHORS

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TESTIMONIALS

Scores of books on operations management are available in the market. But none of them as comprehensive and explains concepts as lucidly as this book.

Dr. Kappagomtula C. L., Professor, VIT Business School, Vellore

What makes this edition compelling is that it addresses all relevant aspects of operations management, including societal and ecological dimensions.

Dr. Kampan Mukherjee, Professor (Operations Management), Dean (Planning and Development), and Chairperson (Center of Excellence on Sustainability), IIM Kashipur, Uttarakhand

I compliment the authors and contributors of this book on creating content that is contemporary and easy to understand.

R. Jayaraman, Professor, S. P. Jain Institute of Management and Research, Mumbai

This book must be on the reading list of everyone who wants to get a firm grounding in operations management for the 21st century.

Dr. Indrajit Mukherjee, Associate Professor, Shailesh J. Mehta School of Management, IIT Bombay

This is an excellent book ... A South Asian perspective is provided [in the book] through relevant examples drawn from India, and the online content adds additional value.

Dr. Sojeev Abraham George, Associate Professor and Head (Operations Management), S. P. Jain Institute of Management and Research, Mumbai
This book provides an admirable combination of academic rigor and real-life stories.

Rakesh Shrivastava, Professor, Goa Institute of Management

This book is an incredible collection of well-explained concepts, apt examples, and case studies of real-world operations management practices, and easy-to-understand and perfectly placed graphics.

Ellur Anand, Assistant Professor, Alliance School of Business, Bengaluru

ABOUT THE BOOK

This international market-leading book, aimed at both students and practising managers, provides a comprehensive and balanced introduction to service operations management. Building on the basic principles of operations management, the authors examine the operations decisions that managers face in controlling their resources and delivering services to their customers. Combining a unique practical approach with a detailed theoretical underpinning, the authors provide tools, frameworks and techniques for operational analysis and improvement and set operations management within the wider business context, bringing a valuable ‘real world’ perspective to this growing area. Each chapter includes definitions of key terms, real-world examples and case studies with exercises, questions to test both understanding and application together with recommended further reading and suggested web sites to deepen your knowledge.

FEATURES

- Operations focused. This book has a clear operations focus and is concerned with managing operations. It explores operational issues, problems and decisions. It exposes students to the problems faced by service operations managers and helps practising managers deal with those issues. Each of the main chapters addresses ‘how to’ deal with a particular problem or challenge.

- Frameworks and tools. Each chapter provides tools, frameworks and techniques that will help students and managers not only analyse existing operations but also understand better how they can deal with the issues that operations managers face.

- International real world illustrations. Each chapter includes a number of short illustrations from around the world that show how organisations have either identified or dealt with the particular issues being discussed.

- Underpinned by theory. Appropriate theoretical underpinning and developments are included in an unobtrusive and accessible way. References, web links and suggestions for further reading are also provided.

- Managing people. This book contains a significant ‘managing people’ element, including employees and customers, as well as managing and changing the culture of the organisation as a whole.

- E-service. Information technology, e-service and virtual operations are integrated into the book and their operational implications explored.

- State of the art. The book contains some of the most recent ideas and information, covering in particular world-class service, performance management, service concept, the customer experience and service processes.

- Summaries. Each chapter concludes with a bullet-point checklist summarising the key points structured using the questions at the start of each chapter.

- Questions for managers. At the end of each chapter there are some questions aimed at practising managers, which they can ask of their/an operation. These questions encourage readers to apply the material in the chapter to their situation and allow them to understand better, challenge and improve their service operations.

- Discussion question. Each chapter provides general discussion questions to help students both assess and apply the material to a variety of situations.

- Case exercises. Each chapter (with the exception of chapter 1) concludes with a case exercise suitable for class discussion. The cases are short but focused on the topic and are a rich source of material for debate and development.

CONTENTS

Part I: Introduction
1. Introducing Service Operations Management
2. Understanding the Challenges for Operations Managers

Part II: Frame
3. Developing and Using the Service Concept

Part III: Connect
4. Understanding Customers and Relationships
5. Managing Customer Expectations and Perceptions
6. Managing Supply Networks and Supplier Relationships

Part IV: Deliver
7. Designing the Customer Experience
8. Designing the Service Process
9. Measuring, Controlling and Managing
10. Managing People
11. Managing Service Resources

Part V: Improve
12. Driving Continuous Improvement
13. Learning from Problems
14. Learning from Other Operations
Part VI: Implement
15. Creating and Implementing the Strategy
16. Understanding and Influencing Culture
17. Building a World-class Service Organisation

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ABOUT THE BOOK
Operations Management, 12/e provides a comprehensive framework for addressing operational process and supply chain issues and uses a systemized approach while focusing on issues of current interest. The authors provide ample opportunities for students to experience the role of a manager with challenging problems, cases, and experiential exercises.

FEATURES
- New Chapter Opening Vignettes—Aimed at engaging and stimulating students’ interest by profiling how real companies like CVS Pharmacy, Airbus, Microsoft, Ford Motor Company, and the Burj Khalifa, the tallest building in the world, apply specific operational issues.
- A Unifying Central Figure introduces each chapter that embodies the philosophy of operations management, that adheres to the “building block” approach.
- Discussions in certain chapters have been updated to highlight the latest in technology and its effects on the operations of a firm. Some of them are listed here:
  - New—Chapter 3, “Quality and Performance,” introduces a systems approach to total quality management and emphasizes its importance with an integrating diagram that explains the interactions between continuous improvement, employee involvement, management commitment, and analytical process thinking.
  - New—Chapter 1, “Using Operations to Create Value,” includes a discussion on the Internet of things (IoT), which relates to the interconnectivity of objects that can collect and exchange data without human intervention.
  - New—Chapter 14, “Supply Chain Integration,” teaches students how a disruptive technology such as additive manufacturing (AM, also called 3-D printing) can reduce material inputs and make supply chains more flexible.
- The present edition also includes India-specific discussions like Rail Sampark—139, which has proved to be monumental in addressing the various challenges faced by rail users. The Times of India example has been given to show how effective resource planning can do wonders for a company.

CONTENTS
Part 1: Managing Processes
1. Using Operations to Create Value
2. Process Strategy and Analysis
3. Quality and Performance
4. Capacity Planning
  - Supplement B Waiting Lines
5. Constraint Management
6. Lean Systems
7. Project Management

Part 2: Managing Customer Demand
8. Forecasting
9. Inventory Management
  - Supplement C Special Inventory Models
10. Operations Planning And Scheduling
  - Supplement D Linear Programming
11. Resource Planning

Part 3: Managing Supply Chains
12. Supply Chain Design
13. Supply Chain Logistic Networks
14. Supply Chain Integration
15. Supply Chain Sustainability

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Samir K. Srivastava, Professor, Indian Institute of Management Lucknow
ABOUT THE BOOK

Quantitative Analysis for Management, 13e provides a holistic foundation in business analytics, quantitative methods, and management science for undergraduate and post-graduate students. To help students connect how the techniques presented in this book apply in the real world, computer-based applications and examples are a major focus of this edition. Standard notation, terminology, and equations throughout the book is employed. Careful explanation is provided for the mathematical notation and equations that are used, including Mathematical models, with all the necessary assumptions, are presented in a clear and simple manner.


This edition also introduces Excel 2016 in all the chapters with updated screenshots integrated in the appropriate sections for students to learn and improve how to use Excel 2016 for the calculations their Excel skills as they see the formulas automatically written in Excel QM.

FEATURES
- Modelling in the Real World boxes demonstrate the application of the quantitative analysis approach to every technique discussed in the book.
- Solved Problems included at the end of each chapter, serve as models for students in solving their own homework problems.
- Discussion Questions are presented at the end of each chapter to test the student’s understanding of the concepts covered and definitions provided in the chapter.
- Case Studies, at the end of most chapters, provide additional challenging managerial applications.
- Key Equations, provided at the end of each chapter, list the equations presented in that chapter.
- Excel QM and Excel 2016 are used to solve problems throughout the book.
- Online modules provide additional coverage of topics in quantitative analysis.

CONTENTS
1. Introduction to Quantitative Analysis
2. Probability Concepts and Applications
3. Decision Analysis
4. Regression Models
5. Forecasting
6. Inventory Control Models
7. Linear Programming Models: Graphical and Computer Methods
8. Linear Programming Applications
9. Transportation, Assignment, and Network Models
10. Integer Programming, Goal Programming, and Nonlinear Programming
11. Project Management
12. Waiting Lines and Queuing Theory Models
13. Simulation Modeling
14. Markov Analysis
15. Statistical Quality Control

Online Modules
1. Analytic Hierarchy Process
2. Dynamic Programming
3. Decision Theory and the Normal Distribution
4. Game Theory
5. Mathematical Tools: Determinants and Matrices
6. Calculus-Based Optimization
7. Linear Programming: The Simplex Method
8. Transportation, Assignment, and Network Algorithms

ABOUT THE AUTHORS
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analyze diverse decision-making scenarios with software-based solution procedures. This book offers the perfect balance of the decision modeling process and the use of spreadsheets to set up and solve decision models.

The third edition has been updated to reflect the latest version of Excel.

FEATURES

■ Present the latest: Updated Software Coverage.
  □ All of the Excel coverage in this text has been updated to Excel 2007/2010.
  □ The illustration of Microsoft Project and Crystal Ball has been updated to their latest versions.
  □ The software program, Excel Modules, that accompanies this text has also been updated to suit Excel 2010 as well as 32-bit and 64-bit systems.


■ Show today’s new techniques: New Topics.

■ Highlight the real-world implications: Decision Modeling in Action Boxes.

CONTENTS

1. Introduction to Managerial Decision Modeling
2. Linear Programming Models: Graphical and Computer Methods
3. Linear Programming Modeling Applications with Computer Analyses in Excel
4. Transportation, Assignment, and Network Models
5. Integer, Goal, and Nonlinear Programming Models
6. Project Management
7. Decision Analysis
8. Queuing Models
9. Simulation Modeling
10. Forecasting Models
11. Inventory Control Models

ABOUT THE AUTHORS

Nagraj Balakrishnan is Professor and Graduate Coordinator in the Department of Management at Clemson University.
Barry Render is the Charles Harwood Professor of Operations Management at Crummer Graduate School of Business, Rollins College.
Ralph Stair has been Professor of Management Science at Florida State University for twenty years and is now entering its phased retirement program.

ABOUT THE BOOK

The aim of the 5th edition of Operations Strategy is to provide a treatment of operations strategy that is clear, well structured and interesting. The book seeks to apply some of the ideas of operations strategy to a variety of businesses and organizations. The text provides a comprehensive coverage of the more important ideas and issues, which are relevant to most organizations.

FEATURES

■ The introduction of long case studies which can be used to form the basis of a whole course in operations strategy. The cases are long enough to provide depth and serve as illustrations, and can be used to supplement class sessions.

■ Many new and updated examples, which cover the topical issues in operations strategy, such as the VRIO framework, and concepts related to product/service innovation have been discussed.

■ Several caselets on Indian organizations like Patanjali, Akshaya Patra, Fabindia, Sun Pharma, etc, have been discussed.

■ The case study section includes two major Indian case studies—Adani Agri Logistics Limited and Green Dust. Both these case studies highlight issues with technology, and supply chain trust and culture, and also bring the concept of reverse logistics and sustainability in an Indian context.

CONTENTS

1. Operations strategy—developing resources and processes for strategic impact
2. Operations performance
3. Substitutes for strategy
4. Capacity strategy
5. Purchasing and supply strategy
6. Process technology strategy
7. Improvement strategy
8. Product and service development and organisation
9. The process of operations strategy – formulation and implementation
10. The process of operations strategy – monitoring and control

ABOUT THE AUTHOR

Nigel Slack is the Professor of Operations Management and Strategy at Warwick University.
Non-linear programming problems, quadratic programming

Detailed analysis of critical path method (CPM) and

Concepts pertaining to inventory highlighted

Dynamic programming methodology explained

Formulation of assignment problem with example

Formulation of transportation problem and methods of solution discussed

Formulation of assignment problem with example

Dynamic programming methodology explained

Special emphasis on decision tree and game theory

Concepts pertaining to inventory highlighted

Detailed analysis of critical path method (CPM) and project evaluation review technique (PERT)

Non-linear programming problems, quadratic programming and separable programming highlighted along with their applications

2. Linear Programming Problem (LPP)
3. Advanced Topics in Linear Programming
4. The Transportation Problem
5. Assignment Model
6. Dynamic Programming
7. Decision Theory and Games
8. Sequencing Models
9. Replacement Models
10. Inventory Models
11. Queuing Models
12. Scheduling by PERT and CPM
13. Simulation
14. Non-Linear Programming
ABOUT THE BOOK
This book adopts a fresh and novel approach to the study of Quantitative Techniques, and provides a comprehensive coverage of the subject. Essentially designed for extensive practice and self-study, this book will serve as a tutor at home. Chapters contain theory in brief, numerous solved examples and exercises with exhibits and tables.

FEATURES
- Adopts a unique Teach-Yourself technique to help you study at home
- Numerous exhibits and tables to illustrate basic calculations
- Theory based on an effective, classroom tested technique to guide the reader through step-by-step explanation
- A separate chapter on designing network
- Contains over 100 theoretical questions
- Simple method to calculate Earlier time (Te) and Latest time (Tl)
- Advance problems on linear programming in various business decisions
- Problems from various professional examinations
- Contains over 700 solved examples
- Over 100 exercises to test your understanding
- Includes over 50 formulae

CONTENTS
1. Linear programming: Formulation
2. Linear programming: Graphs
3. Linear programming: Simplex & Duality
4. Assignment
5. Transportation
6. CPM: Networks
7. Critical Path Method
8. Project Evaluation Review Technique
9. Crashing and Resource Allocation
10. Queue Theory
11. Statistical Decision Theory
12. Decision Tree

ABOUT THE AUTHORS
Prof. P. C. Tulsian is a Professor, Ramjas College, University of Delhi.
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ABOUT THE BOOK
Operations Research provides a broad focus on algorithmic and practical implementation of Operations Research (OR) techniques, using theory, applications, and computations to teach students OR basics. The book can be used conveniently in a survey course that encompasses all the major tools of operations research, or in two separate courses on deterministic and probabilistic decision-making.

With the Tenth Edition, the author preserves classical algorithms by providing essential hand computational algorithms as an important part of OR history. Based on input and submissions from OR students, professors, and practitioners, the author also includes scenarios that show how classical algorithms can be beneficial in practice. These entries are included as Aha! Moments with each dealing with stories, anecdotes, and issues in OR theory, applications, computations, and teaching methodology that can advance the understanding of fundamental OR concepts.

The Companion Website for Operations Research, 10/e provides valuable resources for both students and instructors. Resources include case studies that require students to employ OR tools from multiple chapters, Excel, TORA, and AMPL files as well as additional chapters and appendixes.

FEATURES
- Added text mini-updates appear throughout the book.
- Computational issues in the revised simplex method appear in Chapter 7, including a comparison between product form and the LU decomposition used with the revised simplex method.
- Using a brief introduction, inventory modeling is presented within the more encompassing context of supply chains.
- This edition adds two new case analyses, resulting in a total 17 fully-developed real-life applications.
- By popular demand, all problems now appear at end of their respective chapters and are cross-referenced by text section to facilitate making problem assignments.
- New problems have been added.
- TORA software has been updated. Excellent support software, both for understanding the OR algorithms (e.g., interactive TORA and Excel spreadsheets) and for solving large practical OR problems (e.g., AMPL and Excel Solver) relieves the tedium of hand computations and allows students to concentrate on understanding the OR concepts. Each chapter includes subsections named Excel Solver, Excel spreadsheets,
Fully-developed case studies are available on the Companion Website. Chapter 26 presents 15 fully-developed real-life applications, with summaries given in pertinent chapters, to emphasize the practical applications of OR.

CONTENTS
1. What Is Operations Research?
2. Modeling with Linear Programming
3. The Simplex Method and Sensitivity Analysis
4. Duality and Post-Optimal Analysis
5. Transportation Model and Its Variants
6. Network Models
7. Advanced Linear Programming
8. Goal Programming
9. Integer Linear Programming
10. Heuristic and Constraint Programming
11. Traveling Salesperson Problem (TSP)
12. Deterministic Dynamic Programming
13. Inventory Modeling (with Introduction to Supply Chains)
14. Review of Basic Probability
15. Decision Analysis and Games
16. Probabilistic Inventory Models
17. Markov Chains
18. Queuing Systems
19. Simulation Modeling
20. Classical Optimization Theory
22. Appendix A: Statistical Tables
23. Appendix B: Partial Answers to Selected Problems

ABOUT THE AUTHOR
Hamdy A. Taha is a University Professor Emeritus of Industrial Engineering with the University of Arkansas, where he taught and conducted research in operations research and simulation.

PROJECT MANAGEMENT
Pradeep Pai

ISBN: 9789335430856
Pages: 552

ABOUT THE BOOK
Like most things in today’s world, project management techniques have also evolved making it imperative for a Project Manager to stay abreast with the latest techniques, processes and tools. With a complete theoretical framework, Project Management by Pradeep Pai addresses the learner’s requirement of project management skills. The first edition of this title will serve as a ready reference for practitioners to understand base topics and concepts which form the foundation of the subject.

FEATURES
1. Emphasis on concepts of project management like the optimizing techniques for the various concepts namely CPM, PERT, Crashing, Resources scheduling, Earned-value analysis, etc.
2. Comprehensive coverage of the financial aspects like capital budgeting, future cash flow statements for project and the ratios that are important for project viability.
3. Chapter 2 deals with the understanding of probabilistic projects and the approach to complete such projects on time.
4. Chapter 8 discusses the need for additional checks and cautions while doing international projects.
5. Chapter 13 deals with the application of earned-value analysis techniques in projects.
6. Examples and cases have been added to this book to help impart practical aspects of project management to the students.

CONTENTS
1. Introduction to Project Management
2. Project Network Analysis-I
3. Project Network Analysis-II
4. Demand Forecasting for Commercial Appraisal of Projects
5. Decision Tree Analysis
6. Project Selection and Screening
7. Project Financial Appraisal
8. Detailed Project Report
9. International Project Appraisal
10. Project Finance and Cash Flows
11. Project Risk Analysis and Management
12. Real Options: Options to Enhance Project Value
13. Organization Structure for better Project Management
14. Earned Value Analysis
15. Future Trends in Project Management

ABOUT THE AUTHOR
Pradeep Pai, Associate Professor, Narsee Monjee Institute of Management Studies, School of Business Management.
In its 5th Edition, Project Management: Achieving Competitive Advantage takes a contemporary, decisive, and business-oriented approach to teaching and learning project management. To promote a comprehensive, multi-industry understanding of the text, the author addresses project management theory within the context of a variety of successful organizations, whether they be publicly held, private, or nonprofit. Comprehensive case analysis and detailed exercises, including brand-new, contemporary case studies for the 5th Edition, give students the tools to assess projects in real time, while also leveraging the latest project management technology, including MS Project 2016.

FEATURES
- Each chapter features one or more Project Profiles, highlighting project management in action. Some reflect significant achievements while others detail famous (and not-so-famous) failures.
- Updated - End-of-Chapter Cases illustrate project management principles. Most are based on real situations, both contemporary and classic, and include thought-provoking discussion questions.
- New - New cases in this edition discuss London’s Crossrail, NASA’s Mars 2020 project, Samsung’s Galaxy Note 7, and more.
- Short (one-page) Research in Brief text boxes highlight the results of current research on relevant topics.
- Updated - Project Managers in Practice: Short profiles of real, practicing project managers, including new profiles for this edition, give students a sense of the challenges project managers routinely face.
- Integration with the PMBoK: The chapters in Project Management identify and cross-list corresponding knowledge areas and terminology from the latest edition of Project Management Body of Knowledge (PMBOK).
- Updated - An expanded set of sample PMP certification exam questions at the end of most of the chapters give readers an idea of the types of questions typically asked on the exam and how those topics are treated in this book.
- Updated - All project examples and screen captures have been updated from MS Project 2013 to MS Project 2016 for this edition.

CONTENTS
1. Introduction: Why Project Management?
2. The Organizational Context: Strategy, Structure, and Culture
3. Project Selection and Portfolio Management
4. Leadership and the Project Manager
5. Scope Management
6. Project Team Building, Conflict, and Negotiation
7. Risk Management
8. Cost Estimation and Budgeting
9. Project Scheduling: Networks, Duration Estimation, and Critical Path
10. Project Scheduling: Lagging, Crashing, and Activity Networks
11. Advanced Topics in Planning and Scheduling: Agile and Critical Chain
12. Resource Management
13. Project Evaluation and Control
14. Project Closeout and Termination
15. Appendix A. The Cumulative Standard Normal Distribution
17. Appendix C. Project Plan Template

ABOUT THE BOOK

Jeffrey K. Pinto, Pennsylvania State University - Erie

MANAGING BUSINESS PROCESS FLOWS, 3/e
Ravi Anupindi
Sunil Chopra
Sudhakar D. Deshmukh
Jan A. Van Mieghem
Eitan Zemel

ABOUT THE BOOK

A structured, data-driven approach to understanding core operations management concepts. It shows how managers can design and manage process structure and process drivers to improve the performance of any business process. The third edition retains the general process-view paradigm while providing a sharper, more streamlined presentation of the development of ideas in each chapter all of which are illustrated with contemporary examples from practice.

FEATURES
- Better presentation of material through each of its four parts, this text guides students from an introduction on process management and strategy to integration, explaining how the concepts work in a business setting.
- Connect theory with practice: The chapter opening-vignettes and real-life examples in this edition have been updated in order to show students how the concepts can be applied in today’s workplace.
- Provide the latest information: The new content in this edition reflects what’s affecting businesses today.
CONTENTS

Part I: Process Management And Strategy
1. Products, Processes, and Performance
2. Operations Strategy and Management

Part II: Process Flow Metrics
3. Process Flow Measures
4. Flow-Time Analysis
5. Flow Rate and Capacity Analysis
6. Inventory Analysis

Part III: Process Flow Variability
7. Managing Flow Variability: Safety Inventory

Part IV: Process Integration
10. Lean Operations: Process Synchronization and Improvement

About the Authors
Sunil Chopra, Northwestern University

PROJECT MANAGEMENT, 3/e
Harvey Maylor
ISBN: 978177580365
Pages: 428

E-Book Available

About the Book
The third edition of this successful textbook represents a major development in content, approach and pedagogy. Combining a strong academic approach with relevant practical cases, the text skillfully shows the range of issues that face project managers through the logic of the 4-D project cycle. Project Management is used extensively to accompany courses on undergraduate, masters and MBA programmes, as well as for in-company training and for professionals wanting to bring themselves up-to-date with developments in the field.

Features
- Six new chapters including expanded coverage of structures and frameworks, strategy, planning and review
- New topics include critical chain project management and supply chain management
- New pedagogical features including learning objectives for each chapter, end of chapter summaries and improved sign-posting to sources of further information
- Considers the subject from a strategic perspective, covering both the role of projects in the execution of organisational strategy and the application of strategic principles in projects
- Covers a wide range of project settings, from the traditional large-scale industrial projects through to small-scale personal projects, in both service and manufacturing settings

Supply Chain Management
INTRODUCTION TO MATERIALS MANAGEMENT, 8/e
Stephen N. Chapman
J. R. Tony Arnold
Ann K. Gatewood
Lloyd M. Clive
ISBN: 9789386873248
Pages: 424

E-Book Available

About the Book
Introduction to Materials Management is an introductory text written for students in community colleges and universities. It is used in technical programs, such as industrial engineering and manufacturing engineering; in business, operations and supply chain management programs; and by those already in industry, whether or not they are working in materials management. The text covers all the basics of supply chain management, manufacturing planning and control systems, purchasing, physical distribution, process, quality and its management using Lean, Six Sigma and Total Quality Management. The writing style is simple and lucid, and the material, examples, questions, and problems lead the student logically through the text.
FEATURES
- All chapters have been updated to reflect new techniques and technology.
- New case studies have been added.
- Several special topic boxes have been added relating to non-manufacturing settings such as service industries.
- End-of-chapter problems have been revised and some new ones added throughout the text.
- Expansion of purpose and impact of strategic planning, including environmental and sustainability issues. This allows students to understand the importance of the field at a higher level, including impacts and benefits to society as a whole.
- Additional information included on demand management.
- Additional information included on lean production concepts and Theory of Constraints. Theory of Constraint provides an interesting and potentially effective alternative method to think about several of the concepts in the book, and can help students compare and contrast Theory of Constraint with non-Theory of Constraint approaches. (See Ch. 6)
- A brief introduction to Project Management has been added to Ch. 6 to provide students initial exposure to a skill today’s employers are looking for.
- In addition, we have retained several features from previous editions.
  - Margin icons to note key concepts
  - Key terms listed at the end of each chapter
  - Example problems within the chapters
  - Chapter summaries
  - Questions and problems at the end of each chapter

CONTENTS
1. Introduction to Materials Management
2. Production Planning System
3. Master Scheduling
4. Material Requirements Planning
5. Capacity Management
6. Production Activity Control
7. Purchasing
8. Forecasting and Demand Management
9. Inventory Fundamentals
10. Order Quantities
11. Independent Demand Ordering Systems
12. Physical Inventory and Warehouse Management
13. Introduction to Quality

ABOUT THE AUTHORS
Steve Chapman is an Associate Professor in the College of Management, N. C. State University.
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Lloyd M Clive PE, CFPIM, is a professional Engineer (Industrial) and Certified by APICS at the fellow level, with work experience at Johnson and Johnson, 3M and CP Rail. He currently serves as the Coordinator Materials Management and Distribution at Fleming College.

ABOUT THE BOOK
Now in its eleventh edition, Procurement Principles and Management has been essential reading for practitioners and students of purchasing and procurement for nearly 50 years. This new edition will provide the reader with a reflection of mainstream practice alongside insight into developing ideas and approaches. This book has been updated to cover the continuous change and development in the field of purchasing, and carefully balances emerging philosophies with proven and established thinking and practice in the profession.

FEATURES
Specifically readers will note the following new elements:
- A new, thorough consideration of contract law;
- Improvements in negotiation;
- Additional material exploring offshoring/onshoring;
- A more thorough treatment of performance measurement;
- The inclusion of a section on risk;
- Considerable expansion of MRP, Lean and Agile theories;
- More detailed coverage of ABC analysis, TCO, Kraljic, supplier preferencing, Bensaou, CSR-Triple Bottom Line concept;
- Additional examples of services/tangibles procurement;
- Culture has been given much more focus;
- Supplier appraisal and supplier relationship management (SRM) have been expanded considerably.

CONTENTS
Part 1 Procurement Objectives and Development
1. Procurement scope and development
2. Strategic procurement and supply chain management
3. Public sector procurement
Part 2 Key Procurement Issues
4. Outsourcing
5. Quality management
6. Inventory management
7. Lead time and time compression
8. Sourcing strategies and relationships
9. Price and total cost of ownership (TCO)
10. Negotiations
Part 3 Applications
11. Project procurement
12. Procurement of commodities
13. International and global sourcing
14. Capital procurement
15. Retail procurement and efficient consumer response (ECR)
16. Services procurement
17. Corporate social responsibility

Part 4 Procurement Systems and Contract Management
18. E-procurement systems
19. Contract management and performance measurement

ABOUT THE AUTHORs
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BUSINESS LOGISTICS/SUPPLY CHAIN MANAGEMENT, 5/e
Ronald H. Ballou
Samir K. Srivastava

ABOUT THE BOOK
Business Logistics/Supply Chain Management, 5/e, covers the planning, organizing, and controlling of activities such as transportation, inventory maintenance, order processing, purchasing, warehousing, materials handling, packaging, customer service standards, and product scheduling. It is specifically designed to help learners solve the actual problems that they will encounter in today’s market place. It provides the basic decision making tools and concepts used for finding cost reduction and strategic opportunities.

FEATURES
- The contents have been modified to suit the requirements of Indian sub-continent students
- A large number of contextual examples about logistics and supply chain practices of Indian manufacturing and service industries
- Special emphasis is given to strategic planning and decision making
- Emphasis is given to logistics/supply chain in a worldwide setting to reflect the growing internationalization and globalization of business in general
- Attention is given to the integrated management of supply chain activities
- Many practical examples are given to show the applicability of the material

CONTENTS
I. Introduction and Planning
1. Business Logistics/Supply Chain—A Vital Subject
2. Logistics/Supply Chain Strategy and Planning

II. Customer Service Goals
3. The Logistics/Supply Chain Product
4. Logistics/Supply Chain Customer Service
5. Order Processing and Information Systems

III. Transport Strategy
6. Transport Fundamentals
7. Transport Decisions

IV. Inventory Strategy
8. Forecasting Supply Chain Requirements
9. Inventory Policy Decisions
10. Purchasing and Supply Scheduling Decisions
11. The Storage and Handling System
12. Storage and Handling Decisions

V. Location Strategy
13. Facility Location Decisions
14. The Network Planning Process

VI. Organization and Control
15. Logistics/Supply Chain Organization
16. Logistics/Supply Chain Control

ABOUT THE AUTHORs
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SUPPLY CHAIN MANAGEMENT, 7/e
Sunil Chopra
Peter Meindl
Dharam Vir Kalra

ABOUT THE BOOK
Supply Chain Management, 7e introduces high-level strategy and concepts while giving students the practical tools necessary to solve supply chain problems. Using a strategic framework, students are guided through all the key drivers of supply chain performance, including facilities, inventory, transportation, information, sourcing, and pricing. The Seventh Edition weaves in compelling case study examples to illustrate how good supply chain management offers a competitive advantage and how poor supply chain management can damage an organization’s performance. With this textbook, students gain a deeper understanding of supply chains and a rm grasp on the practical managerial levers that can improve supply chain performance.
FEATURES
■ Learning objectives help students understand what they need to take away from each chapter.
■ The link between supply chain decisions and the financial performance of a firm has been developed in detail in Chapter 3.
■ Concepts underlying the design of distribution networks are illustrated in the context of omni-channel retailing in Chapter 4.
■ New mini-cases, examples, and exercises with a global focus have been added to help students apply the concepts and methodologies in the context of strategic decision-making for a business. Some of these examples in the Indian context include:
  ❏ “GST—A Logistics Game Changer in India”, “Jaipur Rugs—Networking Tradition with Modernity,”
  ❏ “Outsourcing Maintenance Repair and Operations (MRO) Service by the Indian Aviation Industry.”

CONTENTS
Part I: Building a Strategic Framework to Analyze Supply Chains
1. Understanding the Supply Chain
2. Achieving Strategic fit in a Supply Chain
3. Supply Chain Drivers and Metrics
Part II: Designing the Supply Chain Network
4. Designing Distribution Networks and Applications to Omni-Channel Retailing
5. Network Design in the Supply Chain
6. Designing Global Supply Chain Networks
Part III: Planning and Coordinating Demand and Supply in a Supply Chain
7. Demand Forecasting in a Supply Chain
8. Aggregate Planning in a Supply Chain
9. Sales and Operations Planning in a Supply Chain
10. Coordination in a Supply Chain
Part IV: Planning and Managing Inventories in a Supply Chain
11. Managing Economies of Scale in a Supply Chain Cycle Inventory
12. Managing Uncertainty in a Supply Chain Safety Inventory
13. Linking Product Availability to Profits
Part V: Designing and Planning Transportation Networks
14. Transportation in a Supply Chain
Part VI: Managing Cross-Functional Drivers in a Supply Chain
15. Sourcing Decisions in a Supply Chain
16. Pricing and Revenue Management in a Supply Chain
17. Sustainability and the Supply Chain
Part VII: Online Chapter
18. Information Technology in a Supply Chain

ABOUT THE AUTHORS
Sunil Chopra, Kellogg School of Management
Peter Meindl, Kepos Capital
Dharam Vir Kalra, Guest Faculty, Indian Institute of Management Rohtak

TESTIMONIALS
Globally, all supply chain professionals face a common challenge—how to balance safe and reliable on-time delivery with lower logistics costs. The need for higher reliability, and safe and faster delivery increase the cost of delivery, thus resulting in a problem of optimization. This book provides both theoretical and practical insights into supply chain concepts required to achieve this very optimization, supported by numerous international as well as Indian case studies.

Vibhas Joshi, Adviser, Commercial & Supply Chain, Moser Baer; Formerly Corporate Head - Supply Chain, Procurement & Commercial, Moser Baer Group

Supply Chain Management, 6e, is a complete compendium covering all aspects of supply chain—strategizing, planning, and execution. It has a rich collection of Indian as well as global case studies and examples. This book is … aimed at students, but it is also useful for industry professionals … trying to formulate an effective supply chain for the respective industries.

Rajeev Mittal, President, QH Talbros Limited

INTRODUCTION TO SUPPLY CHAIN MANAGEMENT
Robert B. Handfield
Ernest L. Nichols Jr.
ISBN: 9789332555273
Pages: 192

ABOUT THE BOOK
This is a core textbook for courses in Supply Chain Management, or a supplementary text for courses in Purchasing, Materials Management, and Logistics—all in the college of business.

Introduction to Supply Chain Management is the culmination of discussions with procurement, logistics, and operations managers in a number of different industries. This text provides an introduction to the core tasks and challenges required to effectively manage a supply chain. This book is intended to provide students and managers with a topical discussion of what supply chains are, why they are important, and the types of challenges implicit in managing supply chains.

FEATURES
■ This text is unique, in that it is believed to be the first textbook to describe the supply chain management strategy the integration of the functions, information, and materials that flow across multiple organizations.
- Analyzes the integration of components associated with the development of new products across multiple organizations i.e., buying materials, transforming materials, and shipping to customers.
- Provides an entire chapter (Chapter 5) of supply-chain management cases.
- Focuses on the major functional activities which include product design, information systems, manufacturing planning and control, inventory management, human resource development, financial planning, forecasting, sales, quality management, and many other areas.
- Enables readers to understand the impact of supply chain management on the competitive success and profitability of the modern organization.
- Enables students to understand the major challenges that lie ahead in deploying an integrated supply chain management strategy, as well as the requirements for overcoming these challenges.

CONTENTS

1. Introduction to Supply Chain Management
   • Information Systems and Supply Chain Management
   • Inventory Management across the Supply Chain
   • Supply Chain Relationships
   • Challenges Facing Supply Chain Managers
   • Purpose of the Book

2. The Role of Information Systems and Technology in Supply Chain Management
   • Introduction
   • The Importance of Information in an Integrated Supply Chain Management Environment
   • Interorganizational Information Systems
   • Information Requirements Determination for a Supply Chain IOIS
   • Information and Technology Applications for Supply Chain Management
   • Summary

3. Managing the Flow of Materials across the Supply Chain
   • Introduction
   • Understanding Supply Chains
   • Reengineering Supply Chain Logistics
   • The Importance of Time
   • Performance Measurement
   • Summary

4. Developing and Maintaining Supply Chain Relationships
   • A Conceptual Model of Alliance Development
   • Developing a Trusting Relationship With Partners in the Supply Chain
   • Resolving Conflicts in a Supply Chain Relationship
   • Summary

5. Cases in Supply Chain Management
   • Case One Consumable Computer Supplies
   • Case Two Computer Hardware and Software
   • Case Three Upscale Men’s Shoes
   • Case Four Biochemicals
   • Case Five Solectron

6. Future Challenges in Supply Chain Management
   • Sharing Risks in Interorganizational Relationships
   • Managing the Global Supply Chain
   • The “Greening” of the Supply Chain
   • Design for Supply Chain Management
   • Intelligent Information Systems
   • When Things Go Wrong
Mini projects are activity and/or analysis-oriented assignments that give the student a clear view of the problems that a supply chain manager faces in the real world.

Exercises are included at the end of selected chapters where key supply chain issues are discussed.

CONTENTS

Part I: Introduction and a Strategic View of Supply Chains
1. The Role of Supply Chain Management in Economy and Organization
2. Supply Chain Strategy and Performance Measures
3. Outsourcing: Make Versus Buy

Part II: Managing Material Flow in Supply Chains
4. Inventory Management
5. Transportation
6. Network Design and Operations: Facility Location

Part III: Managing Information Flow in Supply Chains
7. Demand Forecasting
8. Information Technology in Supply Chain Management

Part IV: Supply Chain Innovations
9. Supply Chain Integration
10. Supply Chain Restructuring
11. Supply Chain Contracts
12. Agile Supply Chains
13. Pricing and Revenue Management
14. Sustainable Supply Chain Management

Part V: Supply Chain Cases
Brand and Company Index
Subject Index

ABOUT THE AUTHOR
Janat Shah, Professor, Indian Institute of Management Udaipur

TESTIMONIALS

“This exceptionally well-written book introduces the concepts of supply chain management in a simple language. The case studies discuss several Indian supply chain issues from a managerial viewpoint.”

Rahul Jagannath Patil, Professor, Indian Institute of Technology Bombay

“This book is an incredible mix of well-explained concepts and case studies. It is probably the best book in this field that covers issues relevant to India. Sincere effort has been made to look at various supply chain issues while maintaining a fine balance between an analytical approach and a qualitative perspective.”

Balram Avittathur, Professor, Indian Institute of Management Calcutta

“Supply Chain Management: Text and Cases is an excellent book with comprehensive treatment of theory and practice covering people, process, technology and systems aspects of supply chain management with best practices from the context of emerging economies. Features, such as interview with expert and mini-

project, have been included in every chapter are very useful.”

S Venkataramanaiah, Professor, Indian Institute of Management Lucknow

“This is a rare textbook that lucidly interlaces conceptual rigor with practical nuances. The most important feature of this book is the treasure of cases that exemplify the complex and globally relevant Indian context. This is a must-read resource for both academia and industry.”

L S Murty, Professor, Indian Institute of Management Bangalore

“This book is extremely helpful to assimilate difficult concepts like supply chain innovation, vehicle routing problems, inventory models (both deterministic and probabilistic) and postponement strategy with excellent case studies to help students understand the managerial implications. This is also the first book on supply chain management which has addressed Indian supply chain issues. Both MBA and PhD students can find comprehensive coverage of supply chain concepts in this textbook.”

Dr. Rameshwar Dubey, Associate Professor, Symbiosis International University, Pune

Supply Chain Management: Text and Cases
Vinod V. Sople
ISBN: 9788131760994
Pages: 556

E-Book Available

ABOUT THE BOOK
Supply Chain Management: Text and Cases, is essential for creating value for both customers and stakeholders. Effective supply chains help organizations to compete in both global and domestic markets. The book addresses these issues in seven parts, which deal with the basics of the supply chain, sub-systems of the supply chain, tactical and operational decisions, strategic approach to the supply chain, measurements, controls and sustainability practices. The author has used diagrams and examples for students to better appreciate the concepts.

FEATURES
- In Practice box items in every chapter provide examples from real world companies
- End-of-chapter exercises include review questions, Internet exercises, project assignments and video links
- A part devoted to 15 comprehensive case studies
- Large number of cases and box items from Indian companies such as Ambuja Cement Ltd, United Art Logistics, Shri Mahila Griha Udyog Lijjat Papad Cooperative Society, ITC Limited and Zapak Ltd.
CONTENTS

Part I: Supply Chain Basics
1. Understanding Supply Chain
2. Role of Logistics in Supply Chain
3. Supply Chain vs. Demand Chain
4. Value Creation Through Supply Chain

Part II: Supply Chain Sub-Systems
5. Supply Chain Planning
6. Procurement Methods
7. E-Procurement
8. Strategic Sourcing
9. Lean Manufacturing
10. Distribution Decisions

Part III: Tactical and Operational Decisions
11. Transportation and Freight Management
12. Inventory Management
13. Network Designing
14. Information System and IT Enablement

Part IV: Strategic Approach
15. Alliances and Outsourcing
16. Agile Supply Chain
17. Global Supply Chain
18. Reverse Supply Chain
19. Supply Chain Optimization
20. Re-engineering SC to Differential Strategies
21. Supply Chain Integration Strategies
22. Cold Chain Networking

Part V: Measurements and Controls
23. Quantitative Techniques in Supply Chain
24. Supply Chain Risk Management
25. Pricing, Costing and Financial Decisions
26. Performance Measurement and Controls

Part VI: Sustainability Processes and Practices
27. Sustainability Practices and ‘Greening’ of SC
28. Regulatory Compliance
29. Ethical Orientation

Part VII: Cases
30. Palas Acqua
31. Arhant Consumer Products (ACP)
32. Rem Chemicals
33. Mask Packaging
34. Zapak Ltd
35. Indian Paints
36. Mann Diesel Sales and Services
37. Padmini Motors Ltd
38. Digital Storage (India) Ltd
39. Zara
40. Econ Industry
41. Afcon Watches
42. Zico
43. La Vogue
44. TRIKA Exports

ABOUT THE AUTHOR
Prof. Vinod V. Sople is Director at the Dombivli Campus of ITM Business School.

LOGISTICS MANAGEMENT, 3/e
Vinod V. Sople
ISBN: 9788131768624
Pages: 560

E-Book Available

ABOUT THE BOOK
Logistics Management 3e is essential for creating value for both customers and stakeholders. Effective logistic chains help organizations to compete in both global and domestic markets. The book addresses these issues in five parts which deal with the basics of logistics, logistics mix, strategic approaches in managing logistics, logistics controls and 20 cases. The author has used diagrams and examples to facilitate better comprehension of concepts for students.

FEATURES
- In Practice box items in every chapter provides examples from real world companies
- End-of-chapter exercises include review questions, Internet exercises and video links
- Large number of cases and box items from Indian companies such as Suman Crop Protection, Kapil Health Food Products, ROX Doc-Care, Cadbury Products etc

CONTENTS
1. Logistics At the Center Of World Trade
2. Customer Service A Key Element in Logistics Strategy
3. Logistics As a Source of Competitive Advantage for the Supply Chain
4. Warehousing A Role Beyond Storage
5. Material Handling Systems—For Exploiting Productivity Potential in Logistics
6. Storage Systems—For Space Efficiency and Storage Density
7. Inventory Management—For Lean Supply Chain
8. Transportation—The Backbone of Logistics
9. Logistical Packaging—For Safe Product Movement, Handling and Storage
10. Logistics Information System—A Vehicle for Supply Chain Competitiveness
11. Logistics Design for Distribution Channels—To Create Time & Space Utilities of Product to the Customers
12. Logistics Outsourcing—An Emerging Trend
14. Technology A Pervasive Factor in Logistics Fulfillment
15. Reverse Logistics—A new wave
16. Global Logistics A Pervasive Role in Wheeling International Trade
17. Strategic Logistics Looking Beyond the Basics
18. Performance Measurements and Controls—To Track and Improve the Health of Supply Chain
20. Logistics Costing—Impacting Product Profitability
21. Quantitative Techniques For Optimization in Logistics
22. Logistics Organization Bridging Business Aspirations through Implementation
23. Green Logistics Journey Towards Sustainability
24. Cases

ABOUT THE AUTHOR
Prof. Vinod V. Sople is Director at the Dombivli Campus of ITM Business School.

ABOUT THE BOOK
A market-leading text, Contemporary Logistics explores modern logistics from a managerial perspective. These are characterized by geopolitical tensions in parts of the world, steadily increasing trade, supply chain vulnerabilities caused by severe natural disasters, and an unabated pace of technological advancement. In it, readers see theory come to life through timely, practical, and exciting coverage of logistics fundamentals, and challenges and opportunities for logistics managers in today’s dynamic global landscape. The 12th Edition provides the most up-to-date insights and perspectives sourced from reviewers, adopters, and other stakeholders.

FEATURES
- Numerous relevant, real-world examples spark and hold student interest.
- The humorous side of logistics and supply chain management is exemplified in the authors’ conversational writing style.
- NEW! The end-of-chapter cases such as The Adelaide Dairy Company, Fresh Produce Cross-docking Facility, All-Indian Logistics Services and others help students learn the concepts through business situations that include national and international challenges.
- Fresh insights and perspectives provided by reviewers, adopters, and others—coupled with the expertise of new coauthor A. Michael Knemeyer—keeps the text fresh and up-to-date.

CONTENTS
Part I: An Overview of Logistics
1. An Overview of Logistics
2. Logistics and Information Technology
3. Strategic and Financial Logistics

Part II: Supply Chain Management
5. The Supply Chain Management Concept
6. Procurement

Part III: Elements of Logistics Systems
7. Demand Management, Ordered Management, and Customer Service
8. Inventory Management
9. Facility Location
10. Warehousing Management
11. Packaging and Materials Handling
12. Transportation
13. Transportation Management
14. International Logistics

ABOUT THE AUTHOR
Paul R. Murphy, John Carroll University
A. Michael Knemeyer, The Ohio State University
ECONOMICS
Economic Development— the leading textbook in this field— provides students with a complete and balanced introduction to the requisite theory, driving policy issues, and latest research. Todaro and Smith take a policy-oriented approach, presenting economic theory in the context of critical policy debates and country-specific case studies, to see how theory relates to the problems and prospects of developing countries.

Features:
- Teaches economic development within the context of country-specific examples
- Uses the best and most recent available data
- Focuses on a wide range of developing countries
- Recognizes the necessity of treating the problems of development and underdevelopment from institutional, structural, and market perspectives.
- Views development and underdevelopment in both domestic and international contexts, stressing the increasing interdependence of the world economy.
- Considers the economic, social, and institutional problems
- Country-specific Case Studies at the end of each chapter
- Voices of the Poor boxes give students perspective on the issues faced by citizens in developing and underdeveloped nations
- Essential principles of economics relevant to understanding development problems are highlighted in boldface and are explained in detail
- The material is sufficiently broad in scope and rigorous in coverage.

Contents:
Part I: Principles and Concepts
1. Introducing Economic Development; A Global Perspective
2. Comparative Economic Development
3. Classic Theories of Economic Growth and Development
4. Contemporary Models of Development and Underdevelopment

Part II: Problems and Policies
ABOUT THE BOOK
Economic Development—the leading textbook in this field—provides students with a complete and balanced introduction to the requisite theory, driving policy issues, and latest research. Todaro and Smith take a policy-oriented approach, presenting economic theory in the context of critical policy debates and country-specific case studies, to see how theory relates to the problems and prospects of developing countries.

FEATURES
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- Uses the best and most recent available data
- Focuses on a wide range of developing countries
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CONTENTS
Part I: Principles and Concepts I
1. Introducing Economic Development; A Global Perspective
2. Comparative Economic Development
3. Classic Theories of Economic Growth and Development
4. Contemporary Models of Development and Underdevelopment

Part II: Problems and Policies: Domestic
5. Poverty, Inequality, and Development
7. Urbanisation and Rural-Urban Migration: Theory and Policy
8. Human Capital: education and Health in Economic Development
9. Agricultural Transformation and Rural Development
10. The Environment and Development
11. Development Policymaking and the Roles of Market, State, and Civil Society

Part III: Problems and Policies: International and Macro
12. International Trade Theory and Development Strategy
14. Foreign Finance, Investment, Aid and Conflict: Controversies and Opportunities
15. Finance and Fiscal Policy for Development

ABOUT THE AUTHORS
Michael P. Todaro was Professor of Economics at New York University for eighteen years and Senior Associate at the Population Council for thirty years.
Stephen C. Smith is Professor of Economics and International Affairs at George Washington University.

ECONOMIC ENVIRONMENT
THE ECONOMICS OF THE ENVIRONMENT
Peter Berck
Gloria Helfand

ABOUT THE BOOK
The Economics of the Environment completely integrates economics and environmental issues, explaining how both market successes and failures affect the environment. This text also shows students how to measure the value of environmental goods, the use of these measurements in weighing environmental costs against the benefits of economic activity, and the implementation of policies to correct market failures.

FEATURES
- Summaries of key lessons after major chapter and chapter-ending sections.
- Introducing students to active research Real-world Cases. A unique feature to this text is the extended use of one core example per chapter that’s based on actual data.
- Understanding the microeconomic principles in environmental problems Economic Tools. This text includes all of the graphical economic tools necessary for understanding the application of microeconomic principles to environmental problems.
Seeing the concepts from many angles Multiple Examples. To help students see the concepts in several different situations, this text’s chapters include numerous boxed examples that apply the same concepts to completely new situations.

Solidifying knowledge Concept Reinforcement. At the end of every chapter, students will find a higher-level set of lessons, as well as end-of-chapter exercises and qualitative questions.

CONTENTS
1. Economics and the Environment
2. Supply and Demand: Market Forces and the Environment
3. Markets and Market Failure: A Cause of Environmental Degradation
4. Consumer Behavior and the Environment
5. Measuring Benefits to Consumers
6. Revealed Preference
7. Stated Preference Methods
8. From Production to Pollution
9. Production, Pollution, Output, and Prices
10. Maximizing Net Benefits in the Presence of Externalities
12. Government Policies for Environmental Protection
13. Enforcement and Political Economy
14. The Time Factor: Discounting
15. Benefit-Cost Analysis
17. Renewable Resource Management
18. Economic Growth and the Environment
19. Sustainability

ABOUT THE AUTHORS
Peter Berck, University of California, Berkeley
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International Economics
INTERNATIONAL ECONOMICS, 12/e
Paul R. Krugman
Maurice Obstfeld
Marc J. Melitz
Padmaja Priyadarshini
ISBN: 9789356064768
Pages: 844

ABOUT THE BOOK
International Economics: Theory and Policy, 12e provides a detailed, engaging, and balanced coverage of the key concepts and entails practical applications of both—international trade and international finance. The text is presented in a unified structure that integrates the latest research, data, and policy in the much-coveted topics such as globalization, economic geography, trade and environment, financial derivatives, China’s trade policies, and many more. This book aims to equip students with intellectual tools for understanding the economic implications of global interdependence. This edition is useful for students of undergraduate and postgraduate courses across disciplines like Economics, Finance, and Management. The prudence of the content makes this book an imperative guide for management trainees and practicing managers in decision-making in a business environment.

FEATURES
- Impact of the COVID-19 pandemic on international trade and finance.
- An up-to-date and understandable analytical framework for illuminating recent events.
- Emphasis on key topics such as Increasing Returns and Market Structure, Firms in International Trade, Politics, and Theory of Trade Policy, Asset Market Approach to Exchange Rate Determination, International

THE INDIAN ECONOMY SINCE 1991: ECONOMIC REFORMS AND PERFORMANCE, 2/e
B. A. Prakash
ISBN: 978131758939
Pages: 720

ABOUT THE BOOK
With a focus on economic reforms and the performance of the Indian economy since 1991, The Indian Economy Since 1991 is the outcome of the collaborative effort of 28 experts who have made significant contributions in research toward the Indian economy. Using a data-based, analytical approach to key economic issues and problems, coupled with extensive coverage and a critical and in-depth analysis of the developments in all major subsectors of the Indian economy, this edited volume examines the impact of the reforms on various fronts such as economic performance, employment, unemployment, planning process, financial and fiscal sectors, external sector, agriculture, industry, infrastructure, health, education, poverty and federal finance since 1991.

The second edition of this volume includes five new chapters covering recent events that have made a significant impact on the Indian economy, such as the global economic crisis, inflation, institutional credit, agricultural growth and the 13th finance commission. An excellent entry-level reader for undergraduate and postgraduate courses in economics, this volume will also serve well as a reference book for students preparing for competitive exams.

ABOUT THE AUTHOR
B. A. Prakash was Professor and Head of the Department of Economics, New University of Kerala, Kariavattom, Thiruvananthapuram.
Macroeconomic Policy Coordination, and The World Capital Market and Developing Countries.
- Embedded features like case studies, special boxes, chapter summaries, and problems for classroom discussion.

CONTENTS
1. Introduction

Part 1 International trade theory
2. World Trade: An Overview
3. Labor Productivity and Comparative Advantage: The Ricardian Model
4. Specific Factors and Income Distribution
5. Resources and Trade: The Heckscher-Ohlin Model
6. The Standard Trade Model
7. External Economies of Scale and the International Location of Production

Part 2 International trade Policy
9. The Instruments of Trade Policy
10. The Political Economy of Trade Policy
11. Trade Policy in Developing Countries
12. Controversies in Trade Policy

Part 3 Exchange rates and Open-Economy Macroeconomics
15. Money, Interest Rates, and Exchange Rates
16. Price Levels and the Exchange Rate in the Long Run
17. Output and the Exchange Rate in the Short Run
18. Fixed Exchange Rates and Foreign Exchange Intervention

Part 4 International Macroeconomic Policy
19. International Monetary Systems: An Historical Overview
21. Optimum Currency Areas and the Euro
22. Developing Countries: Growth, Crisis, and Reform
23. Mathematical Postscripts

ABOUT THE AUTHOR
Paul R. Krugman, Princeton University
Maurice Obstfeld, University of California, Berkeley
Marc J. Melitz, Harvard University
Padmaja Privaldarshini, PhD, Managing Director Ms HomePlanGuru
Civil Consultants Pvt Ltd Chennai

THE WORLD ECONOMY: GEOGRAPHY, BUSINESS, DEVELOPMENT, 6/e
Frederick P. Stutz
Barney Warf

ISBN: 9789332536470
Pages: 504

ABOUT THE BOOK
This comprehensive text explores contemporary geographic topics and perspectives relating to the world economy. The authors provide a strong theoretical and practical foundation for understanding the global economy in an era of shifting borders, restructuring economies, and regional realignments. Economic theory is combined with geography to address critical problems of growth, distribution, and development, along with their impact on international business. Recent geopolitical changes are vividly portrayed in a series of superb full-color maps and striking photographs. The sixth edition includes updated tables and data, color maps, 2009 economic statistics, a detailed analysis of the global shift in world trade and development, eleven new case studies, and a new premium website with videos, weblinks, RSS feeds, and quizzes.

FEATURES
- Historical treatment of capitalism includes the origins and the processes by which capitalism has expanded over the world. This treatment helps students understand contemporary issues in the long-term context in which the global economy developed, and “denaturalize” capitalism, showing it to be one of many possible socio-economic systems.
- Contemporary theoretical issues, including political economy, are introduced and applied to current world economic developmental problems.
- Extensive treatment of service economy acknowledges that services are by far the largest category of economic activity in the world today, and includes explanations of their growth and impacts.
- In-depth analysis of globalization and international trade and investment is presented, along with the implications for regional growth and development, all supported with current charts and figures.
- Real-world examples are provided throughout the text. Recent economic and geopolitical changes are portrayed vividly in a series of full-color maps and photographs, which demonstrate the workings of economic geography and the world economy.

CONTENTS
1. Economic Geography: An Introduction
2. The Historical Development of Capitalism
3. Population
4. Resources and Environment

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NEW! Chapter 14 describes recent research on how well
■ NEW! Chapter 7 describes the importance of better
■ NEW! Chapter 3 uses behavioral economics to answer
Spotlights Recent Research
a different way.
and start to look at some policy and even personal decisions in
appreciation for the things they do well, and a sense of things
basic understanding of how market economies function, an
bestselling Principles of Economics texts because they trust
Barney Warf is Professor of Geography at the University of Kansas.
Dr. Frederick P. Stutz is Emeritus Professor of Geography at San Diego
State University.

ABOUT THE AUTHORS
Dr. Frederick P. Stutz is Emeritus Professor of Geography at San Diego
State University.
Barney Warf is Professor of Geography at the University of Kansas.

Macroeconomics

PRINCIPLES OF
MACROECONOMICS,
12/e
Karl E. Case
Ray C. Fair
Sharon E. Oster

ABOUT THE BOOK
Reviewers tell us that Case/Fair/Oster is one of the all-time
bestselling Principles of Economics texts because they trust it
to be clear, thorough, and complete. Readers of Principles of
Macroeconomics, Twelfth Edition, come away with a
basic understanding of how market economies function, an
appreciation for the things they do well, and a sense of things
they do poorly. With the latest research and added exercises,
students begin to learn the art and science of economic thinking
and start to look at some policy and even personal decisions in
a different way.

FEATURES
Spotlights Recent Research
■ NEW! Chapter 3 uses behavioral economics to answer
whether having rainy seasons increases a consumer’s
preference for tea.
■ NEW! Chapter 6 looks at how imposing taxes on soda
beverages affects consumption.
■ NEW! Chapter 7 describes the importance of better
maintenance practices in increasing profitability while
curtailing capital investment.
■ NEW! Chapter 14 describes recent research on how well
recessions can be predicted.

NEW! Chapter 20 looks at work that uses children’s height
in India to examine hunger and gender inequality.
NEW! Chapter 21 (brand new) contains three boxes that
examine the Moving to Opportunity program, control
group and experimental economics, and the effects of
minimum wage.

A History of Excellence in Economic Content and Application
■ News Analysis features real news articles from The Wall
others, strategically integrated into the text. The authors
have also added homework problems for News Analysis
articles at the end of the chapter.
■ Incorporation of international examples and applications
includes discussion of:
■ The many countries that contributed to creating the iPod
(Chapter 1).
■ How UPS is using technology to speed worldwide delivery
(Chapter 7).
■ How high speed trains in Europe benefit travelers, the
environment, and the economies of communities served
(Chapter 10).
■ The world economy (Chapters 20 and 21).
■ A three-tiered explanation of key concepts (Stories-
Graphs-Equations) is presented. Each concept is presented
in the context of a simple intuitive story often followed
by a table or graph, and in some cases, an equation that
presents the concept with a mathematical formula.
■ UPDATED! End-of-chapter material delivers questions
designed to help individuals learn course concepts and help
instructors assess student performance.

CONTENTS
Part I: Introduction To Economics
1. The Scope and Method of Economics
2. The Economic Problem: Scarcity and Choice
3. Demand, Supply, and Market Equilibrium
4. Demand and Supply Applications

Part II: Concepts and Problems in Macroeconomics
5. Introduction to Macroeconomics
7. Unemployment, Inflation, and Long-Run Growth

Part III: The Core of Macroeconomic Theory
8. Aggregate Expenditure and Equilibrium Output
9. The Government and Fiscal Policy
10. Money, the Federal Reserve, and the Interest Rate
11. The Determination of Aggregate Output, the Price Level,
and the Interest Rate
12. Policy Effects and Cost Shocks in the AS/AD Model
13. The Labor Market in the Macroeconomy

Part IV: Further Macroeconomics Issues
14. Financial Crises, Stabilization, and Deficits
15. Household and Firm Behavior in the Macroeconomy: A
Further Look
16. Long-Run Growth
17. Alternative Views in Macroeconomics

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Part V: The World Economy
18. International Trade, Comparative Advantage, and Protectionism
20. Economic Growth in Developing Economies
Part VI: Methodology
21. Critical Thinking about Research

ABOUT THE AUTHORS
Karl E. Case is Professor of Economics Emeritus at Wellesley College where he has taught for 34 years and served several tours of duty as Department Chair.
Ray C. Fair is Professor of Economics at Yale University
Sharon M. Oster is the Frederic Wolfe Professor of Economics and Management and former Dean of the Yale School of Management

ABOUT THE BOOK
Abel and Bernanke present macroeconomic theory in a way that prepares students to analyze real macroeconomic data used by policy makers and researchers. With a balanced treatment of both classical and Keynesian economics, the comprehensive coverage makes it easy for instructors to align chapters to fit their own syllabi. Students in this course often struggle to see how the macroeconomic models compare to one another, and fit into the big picture. This text uses a unified approach based on a single economics model that provides students with a clear understanding of macroeconomics and its classical and Keynesian assumptions.

FEATURES
- Coverage of inflation and monetary policy reflects the latest work by researchers and the Federal Reserve
- A unified framework uses a single model, built from a set of core economic ideas, to introduce the macroeconomic theories and concepts
- Real-world applications connect theory to practice, helping students make active use of the economic ideas in the text
- Global case studies brings relevance to the theory by applying it to the student’s local context

CONTENTS
Part 1: Introduction
1. Introduction to Macroeconomics
2. The Measurement and Structure of the National Economy

Part 2: Long-Run Economic Performance
3. Productivity, Output, and Employment
4. Consumption, Saving, and Investment
5. Saving and Investment in the Open Economy
6. Long-Run Economic Growth
7. The Asset Market, Money, and Prices

Part 3: Business Cycles and Macroeconomic Policy
8. Business Cycles

Part 4: Macroeconomic Policy: Its Environment and Institutions
12. Unemployment and Inflation
13. Exchange Rates, Business Cycles, and Macroeconomic Policy in the Open Economy
14. Monetary Policy and the Federal Reserve System
15. Government Spending and Its Financing

ABOUT THE AUTHORS
Andrew B. Abel is a professor at the Wharton School of the University of Pennsylvania.
Ben S. Bernanke was previously the Howard Harrison and Gabrielle Snyder Beck Professor of Economics and Public Affairs at Princeton University.
Dean Croushore is professor of economics and Rigsby Fellow at the University of Richmond.

ABOUT THE BOOK
Macroeconomics: Theory and Policy provides students with comprehensive coverage of all the essential concepts of macroeconomics. A balanced approach between theoretical and mathematical aspects of the subject has been adopted to ensure ease and clarity in learning. The book brings classroom teaching directly to the student with the friendly language that it uses. The purpose behind this book is not only to make the study of macroeconomics simple for the students but to enable them to apply it to every day situations and the prevailing economic state of affairs. The wide coverage of topics has been designed for use in courses on macroeconomics at the undergraduate level of Indian universities.

ISBN: 9789332518247
Pages: 622
FEATURES

- Several numerical illustrations to facilitate better understanding
- Generous use of diagrams to enhance understanding of concepts
- Recap boxes to assist students in recapitulating and reviewing the text discussed in every section
- A variety of Review Questions that aim at checking the understanding of the students
- Important definitions in the margin to make reading interesting for the students
- Numerous unsolved numerical problems for practice

CONTENTS

1. Introduction
2. National Income and its Determination
3. Theories of Consumption and Investment Spending
4. An Analysis of the Monetary Sector
6. Inflation and Unemployment
7. The Open Economy Macroeconomics & the Framework of Macroeconomic Policies

ABOUT THE AUTHOR
Vanita Agarwal is Associate Professor in the Department of Commerce, Lakshmibai College, University of Delhi, Delhi, with teaching experience of more than 25 years.

MACROECONOMICS, 2/e
Errol D’Souza

CONTENTS

1. Macroeconomics—What Is It About?
2. Savings, the Balance of Payments, and the Money Supply
3. Consumption
4. Investment
5. The Trade Balance and Exchange Rates
6. The Demand for Money
7. The Labour Market
8. The IS-LM Model
9. Aggregate Demand and Aggregate Supply
10. More on Unemployment
11. Open Economy: The Mundell-Fleming Model
12. Stabilization and Government Deficits
13. Monetary Policy Objectives and Targets
14. Economic Growth
15. Recent Development in Macroeconomics

ABOUT THE AUTHOR
Errol D’Souza currently, a professor of economics at the Indian Institute of Management Ahmedabad.

MACROECONOMICS: THEORIES AND POLICIES, 10/e
Richard T. Froyen

CONTENTS

1. Macroeconomics—What Is It About?
2. Savings, the Balance of Payments, and the Money Supply
3. Consumption
4. Investment
5. The Trade Balance and Exchange Rates
6. The Demand for Money
7. The Labour Market
8. The IS-LM Model
9. Aggregate Demand and Aggregate Supply
10. More on Unemployment
11. Open Economy: The Mundell-Fleming Model
12. Stabilization and Government Deficits
13. Monetary Policy Objectives and Targets
14. Economic Growth
15. Recent Development in Macroeconomics

ABOUT THE BOOK
Macroeconomics: Theories and Policies, 10/e, traces the history, evolution, and challenges of Keynesian economics, presenting a comprehensive, detailed, and unbiased view of modern macroeconomic theory.
FEATURES

- Demonstrations of the controversies are presented, which center on well-defined theoretical differences.
- Providing an up-to-date summary of the Keynesian position, including research that has come to be called the new Keynesian economics.
- Offering a detailed analysis of challenges to the Keynesian position.
- Greater emphasis has been placed on interest rates and on inflation targeting strategies, with less of an emphasis on money.
- The chapter on long-run growth has also been moved out of Part II and placed with the chapter on intermediate growth.
- Both the neo-classical growth model and recent models of endogenous growth are discussed as well.

CONTENTS

I. Introduction and Measurement
1. Introduction

II. Classical Economics And The Keynesian Revolution
2. Classical Macroeconomics (I): Equilibrium Output and Employment
3. Classical Macroeconomics (II): Money, Prices, and Interest
4. The Keynesian System (I): The Role of Aggregate Demand
5. The Keynesian System (II): Money, Interest, and Income
7. The Keynesian System (IV): Aggregate Supply and Demand

III. Macroeconomic Theory After Keynes
8. The Monetarist Counterrevolution
10. New Classical Economics
11. Real Business Cycles and New Keynesian Economics
12. Macroeconomic Models: A Summary

IV. Open Economy Macroeconomics
13. Exchange Rates and the International Monetary System
14. Monetary and Fiscal Policy in the Open Economy

V. Economic Policy
15. Optimal Monetary Policy
16. Fiscal Stabilization Policy

VI. Economic Growth
17. Policies for Intermediate-Run Growth

ABOUT THE AUTHOR

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MACROECONOMICS POLICY AND PRACTICE 2/e
Frederic S. Mishkin

ISBN: 9789332579439
Pages: 864

ABOUT THE BOOK

Help students understand macroeconomics in theory as well as practice.

Macroeconomics: Policy and Practice, Second Edition draws on the rich tapestry of recent economic events to help students understand the policy issues debated by the media and the public at large during these trying times. Building on his expertise in macroeconomic policy making at the Federal Reserve, author Frederic S. Mishkin provides detailed, step-by-step explanations of all models and highlights the techniques used by policy makers in practice.

FEATURES

This text provides a better teaching and learning experience—for you and your students. It will help you to:

- Enable students to connect theory to practice: An aggregate demand and supply model helps students understand theory, while numerous examples help them understand the applications of theory.
- Foster interest via engaging features and updated content: Updates that reflect the latest happenings in the world of economics and student-friendly in-text tools capture student interest.
- Teach your course your way: A flexible structure allows instructors to focus on the particular areas of macroeconomics that match their course goals.

CONTENTS

1. The Policy and Practice of Macroeconomics
2. Measuring Macroeconomic Data
3. Aggregate Production and Productivity
4. Saving and Investment in Closed and Open Economies
5. Money and Inflation
6. The Sources of Growth and the Solow Model
7. Drivers of Growth: Technology, Policy, and Institutions
8. Business Cycles: An Introduction
9. The IS Curve
10. Monetary Policy and Aggregate Demand
11. Aggregate Supply and the Phillips Curve
12. The Aggregate Demand and Supply Model
13. Macroeconomic Policy and Aggregate Demand and Supply Analysis
14. The Financial System and Economic Growth
15. Financial Crises and the Economy
16. Fiscal Policy and the Government Budget
17. Exchange Rates and International Economic Policy
18. Consumption and Saving
19. Investment
20. The Labor Market, Employment, and Unemployment
21. The Role of Expectations in Macroeconomic Policy
22. Modern Business Cycle Theory

ABOUT THE AUTHOR
Frederic Stanley Mishkin is an American economist and Alfred Lerner professor of Banking and Financial Institutions at the Graduate School of Business, Columbia University.

MACROECONOMICS, 7/e
Olivier Blanchard
David R Johnson

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2. A Tour of the Book
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6. Financial Markets II
The Medium Run
7. The Labor Market
8. The Phillips Curve, the Natural Rate of Unemployment, and Inflation
9. Putting All Markets Together: From the Short to the Medium Run
The Long Run
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11. Saving, Capital Accumulation, and Output
12. Technological Progress and Growth
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Expectations
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23. Monetary Policy: A Summing Up
24. Epilogue: The Story of Macroeconomics

About the Authors
Olivier Blanchard, obtained his PhD in economics at the Massachusetts Institute of Technology in 1977, he taught at Harvard University, returning to MIT in 1982. He was chair of the economics department from 1998 to 2003.

David R. Johnson is Professor of Economics at Wilfrid Laurier University.
ABOUT THE BOOK

It is increasingly being recognized that teaching economics helps business students better appreciate and envisage the economic forces that shape decisions in the real business world besides developing and strengthening the overall analytical talent of the students.

Business schools, both at undergraduate and postgraduate levels, worldwide and in India now ensure that students undertake suitable courses in economics. The purpose of teaching Managerial Economics is to equip business students with the ability to deliberate logically and critically the challenging process of framing business strategies later on in their careers. This book caters to these needs in the Indian context in a detailed manner.

FEATURES

- Definitions of Important Concepts: In every chapter the definitions are given in margin boxes making it simpler for the student to review and learn these important concepts.
- For your information (FYI) Boxes: In every chapter there are some FYI boxes which contain interesting features and supplementary material relevant to the chapter for some additional information.
- Recap: At the end of each section in very chapter a recap has been given the purpose of which is to assist the student in recapitulating and reviewing the text discussed.
- Chapter Summary: Each chapter has at its end a brief summary of the entire chapter which is especially useful during examinations for a quick recollection of the chapter.
- Online Resources: PowerPoint presentations and instructor’s resources are provided for all the chapters in the website.

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1. An Introduction to Managerial Economics: Nature and Scope
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17. The Keynesian Model of Income Determination in a Two Sector Economy, Shifts in the Aggregate Demand and the Multiplier
18. The Keynesian Model of Income Determination in a Three Sector Economy and Four Sector Economy
19. The IS-LM Model for a Two Sector Economy
20. Theories of Investment Spending
21. Economic Growth, Business Cycles and Stabilization policy
22. The Theory of International Trade, Trade Policy and Foreign Exchange
23. Balance of Payments and the International Monetary System
24. Monetary Policy and Fiscal Policy
25. Commercial Banks

ABOUT THE AUTHOR

Vanita Agarwal is Associate Professor in the Department of Commerce, Lakshmibai College, University of Delhi, Delhi, with teaching experience of more than 26 years.
FEATURES
- Excel Applications have been developed for the numerical and graphical illustrations used throughout the text. They allow readers to turn the static figures and tables in the text into dynamic illustrations, and they will also strengthen students’ ability to use Excel, which we believe is a critical skill in today’s job market.
- Chapters have been updated and a few of them rewritten to include recent developments and in-depth coverage of current topics.
- Valuable inputs and learnings have been provided by outside experts from improve discussions about other topics of importance and current interest in business. Supply chain systems implementation in companies such as Dell and IBM have also been included to obtain a better idea of the actual challenges of initiating and implementing a supply chain management system.
- A novelty of this edition is a discussion on disruptive technology and its implication. This is with reference to the cab hailing application (app) Uber and OLA that have taken the world by storm.

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12. Capital Budgeting and Risk
13. The Multinational Corporation in a Global Setting
14. Government and Industry: Challenges and Opportunities for Today’s Manager
15. The Global Soft Drink Industry
16. Appendix: A Statistical and Financial Tables

ABOUT THE AUTHORS
Paul G. Keat has been a member of the Global Business Faculty at Thunderbird School of Global Management for the past twenty-five years. At present he is an Associate Professor Emeritus. Prior to his coming to Thunderbird, he was associated for many years with the International Business Machines Corporation in professional and managerial capacities.

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MANAGERIAL ECONOMICS, 4/e
H. Craig Petersen
W. Cris Lewis
Sudhir K. Jain

ISBN: 9788177583861
Pages: 640

ABOUT THE BOOK
Managerial Economics, 4/e, offers a lively presentation of analytical and empirical tools for managerial decision-making. This edition increases the emphasis on managerial applications with more problems, case studies, and questions. With this book, students will not only receive a complete and rigorous introduction to the basic principles of microeconomics, but also learn how the application of economic theory can improve decision-making.

FEATURES
- Includes a major new section on managing risk—including insurance, diversification, and hedging
- Includes a number of new case-examples drawn from actual experiences
- Adds an appendix on consumer choice theory to complement the material on demand theory and analysis
- Contains an optimal mix of Indian and international cases
- Contains new Indian-data based exercises
- Includes computer based exercises
- Includes new topics on “autocorrelation”
CONCEPTS

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5. Business and Economic Forecasting

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8. Linear Programming

Part IV: Market Structure
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10. Monopolistic Competition, Oligopoly, and Barriers to Entry
11. Game Theory and Strategic Behavior

Part V: Pricing Decisions
12. Pricing of Goods and Services
13. Pricing and Employment of Inputs

Part VI: Risk and Capital Budgeting
14. Risk and Decision Making
15. Capital Budgeting

Part VII: Technological Change, Location Theory and Taxation
16. Technological Change in a Global Economy
17. Locating the Firm in a Global Economy
18. Taxes and Decision Making

Mathematical Economics

MATHEMATICS FOR ECONOMIC ANALYSIS
Knut Sydsaeter
Peter J. Hammond
ISBN: 9788177581041
Pages: 800

ABOUT THE BOOK
This book aims at helping students acquire mathematical skills they need in order to function properly as economists or as business analysts in the contemporary world. It is a mathematics book with material arranged to allow progressive learning of mathematical topics. It contains a large number of worked examples as well as problems.

FEATURES
■ Offers the expertise and insights of a prominent economic theorist and a mathematician—both of whom have been teaching mathematics for economists for many years
■ Assumes no previous knowledge of calculus, and includes (in appendices) extensive review of elementary algebra
■ Focuses on the application of the essential mathematical ideas, rather than the economic theories which build upon them
■ Features an abundance of examples and problems
FEATURES
- The introductory chapters have been restructured to more logically fit with teaching.
- Several new exercises have been introduced, as well as fuller solutions to existing ones.
- More coverage of the history of mathematical and economic ideas has been added, as well as of the scientists who developed them.

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1. Essentials of Logic and Set Theory
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3. Solving Equations
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10. Topics in Financial Mathematics
11. Functions of Many Variables
12. Tools for Comparative Statics
13. Multivariable Optimization
14. Constrained Optimization
15. Matrix and Vector Algebra
16. Determinants and Inverse Matrices
17. Linear Programming

ABOUT THE AUTHORS
Knut Sydsæter, University of Oslo, Stanford University
Peter Hammond, University of Oslo
Arne Strom, University of Oslo
Andrés Carvajal

ABOUT THE BOOK
Using Econometrics: A Practical Guide offers students an innovative introduction to elementary econometrics. Through real-world examples and exercises, the book covers the topic of single-equation linear regression analysis in an easily understandable format.

The Seventh Edition is appropriate for all levels: beginner econometric students, regression users seeking a refresher, and experienced practitioners who want a convenient reference.

FEATURES
- A Simple, Practical, and Easy-to-understand Introduction to Econometrics
- The book’s intuitive approach omits matrix algebra and regulates proofs and calculus to the footnotes or exercises to make core concepts easier to grasp.
- An example-oriented approach helps students practice and understand applied economics.
- NEW! Expanded econometric content includes new tests and procedures, such as the Breusch-Pagan test and the Weinstein-Prais Approach to Generalized Least Squares. Other expanded topics include the F-test, confidence intervals, the Language Multiplier test, and the Dickey-Fuller test.

CONTENT
1. An Overview of Regression Analysis
2. Ordinary Least Squares
3. Learning to Use Regression Analysis
4. The Classical Model
5. Hypothesis Testing and Statistical Inference
6. Specification: Choosing the Independent Variables
7. Specification: Choosing a Functional Form
8. Multicollinearity
9. Serial Correlation
10. Heteroskedasticity
11. Running Your Own Regression Project
12. Time-Series Models
13. Dummy Dependent Variable Techniques
14. Simultaneous Equations
15. Forecasting
16. Experimental and Panel Data

ABOUT THE AUTHOR
A. H. Studenmund, Occidental College
to understand advanced techniques and to recognize new variants of established models. This focus, along with hundreds of worked numerical examples, ensures that students can apply the theory to real-world application and are prepared to be successful economists in the field.

FEATURES
- This text is intended for a one-year graduate course for social scientists.
- It includes five chapters on estimation methods used in current research and five chapters on applications in micro- and macroeconomics.
- Appendix E and Chapter 15 contain a description of numerical methods that will be useful to practicing econometricians.
- The author has revised the presentation throughout the book to streamline the development of topics, in some cases, to improve the clarity of the derivations.

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6. Functional Form, Difference in Differences, and Structural Change
7. Nonlinear, Semiparametric, and Nonparametric Regression Models
8. Endogeneity and Instrumental Variable Estimation

Part II Generalized Regression Model and Equation Systems
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17. Binary Outcomes and Discrete Choices
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19. Limited Dependent Variables—Truncation, Censoring, and Sample Selection

Part V Time Series and Macroeconometrics
20. Serial Correlation
21. Nonstationary Data

ABOUT THE BOOK
Introduction to Econometrics is designed for a first course in undergraduate econometrics. It differs from other textbooks in three main ways. First, it integrates real-world questions and data into the development of the theory. Second, choice of topics reflects modern theory and practice. Third, theory and assumptions that are provided match the applications. Aim of this text is to teach students to become sophisticated consumers of econometrics and to do so at a level of mathematics appropriate for an introductory course.

The Third Edition Update maintains a focus on currency, while building on the philosophy that applications should drive the theory, not the other way around.

FEATURES
- Updated treatment of standard errors for panel data regression
- Discussion of when and why missing data can present a problem for regression analysis
- The use of regression discontinuity design as a method for analyzing quasiexperiments
- Updated discussion of weak instruments
- Discussion of the use and interpretation of control variables integrated into the core development of regression analysis
- Introduction of the "potential outcomes" framework for experimental data
- Additional general interest boxes
- Additional exercises, both pencil-and-paper and empirical

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16. Additional Topics in Time Series Regression

**Part V: The Econometric Theory of Regression Analysis**
17. The Theory of Linear Regression with One Regressor
18. The Theory of Multiple Regression

**ABOUT THE AUTHORS**
James H Stock, Harvard University
Mark W. Watson, Princeton University

**FEATURES**
- New chapter (Chapter 19) on behavioral economics
- Inclusion of latest examples such as the entry of “ride-share” services like Uber and Lyft, Tesla’s new battery factory, and many others
- Introduces the Gross National Happiness Index as an alternative paradigm for development
- Includes Indian examples such as ‘a glimpse into Indian Carpet Industry’, ‘McDonalds menu in India’ to demonstrate bundling pricing policy, Inequality in the labor market in light of the Indian perspective

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21. Glossary
22. Answers to Selected Exercises
23. Photo Credits
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**ABOUT THE BOOK**
Microeconomics, 9e provides an exciting and dynamic approach to how microeconomics can help us to understand what goes on in the world and how it can be used as a practical tool for decision making. To facilitate classroom learning needs, this edition provides a treatment of microeconomic theory that stresses its relevance and application to both managerial and public policy decision making. This applied emphasis is accomplished by including examples that cover such topics as the analysis of demand, cost, and market efficiency; the design of pricing strategies; investment and production decisions; and public policy analysis.

The book also covers new topics that have come to play a central role in microeconomics over the years, such as game theory and competitive strategy, the roles of uncertainty and information, and the analysis of pricing by firms with market power. The coverage in the book is comprehensive and up-to-date as well as lively and engaging for students with a broad range of academic backgrounds.

Robert S. Pindyck is the Bank of Tokyo-Mitsubishi Ltd. Professor of Economics and Finance in the Sloan School of Management at M.I.T. He received his PhD from M.I.T in 1971.
Daniel L. Rubinfeld is the Robert L. Bridges Professor of Law and Professor of Economics Emeritus at the University of California, Berkeley, and Professor of Law at NYU. He received his PhD from M.I.T in 1972.
Sreejata Banerjee Union Bank Chair Madras School of Economics Retired

**NEW MICROECONOMICS, 9/e**
Robert S. Pindyck
Daniel L. Rubinfeld
Sreejata Banerjee
ISBN: 9789356060128
Pages: 784

**E-Book Available**
in.pearson.com
ABOUT THE BOOK
Throughout Microeconomics, authors Daron Acemoglu, David Laibson, and John List use real economic questions and data to help students learn about the world around them. Taking a fresh approach, the authors use the themes of optimization, equilibrium, and empiricism to illustrate the power of simple economic ideas, and their ability to explain, predict, and improve what happens in the world. Each chapter begins with an empirical question that is later answered using data in the Evidence-Based Economics feature. As a result of the text’s practical emphasis, students will learn to apply economic principles to guide the decisions they make in their own lives.

FEATURES
Three key principles – optimization, equilibrium, and empiricism – lie at the heart of the authors’ approach. Chapters 1–4 introduce these key themes, and lay the groundwork for understanding the economic way of thinking about the world.

1. Optimization. The first principle – that people try to choose the best available option – is optimization. Economists believe that optimization explains most choices people make, including minor decisions like deciding whether to eat a cheeseburger, and major decisions like deciding whom to date or marry. When people fail to optimize perfectly, economic reasoning can be used to analyze the mistake and to suggest a better course of action.

2. Equilibrium. Economic systems tend toward equilibrium, wherein each economic actor feels that he or she cannot do any better by picking another course of action. This principle highlights the connections among economic actors and their choices. In a state of equilibrium, consumers and purveyors of goods and services are simultaneously optimizing, and their behaviors are consequently intertwined.

3. Empiricism. While the first two key principles are conceptual, the third is methodological. Economists use data to test economic theories, learn about the world, and speak to policymakers. The emphasis on matching theories with real-world data to answer specific questions helps to show students the evidence behind the theory, making economics concrete, interesting, and fun.

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16. Auctions and Bargaining
17. The Economics of Information
18. Social Economics

ABOUT THE AUTHORS
Daron Acemoglu, Massachusetts Institute of Technology
David Laibson, Harvard University
John List, University of Chicago

ABOUT THE BOOK
This Study Guide accompanies the Eighth Edition of Microeconomics by Robert Pindyck and Daniel Rubinfeld and, when used in conjunction with the textbook, can be a useful learning tool to help reinforce the basic concepts presented in the text. This Study Guide presents numerous problems and provides detailed answers to help you gain practice in working through economics problems. This Study Guide cannot be used as a substitute for the text, which provides complete coverage of the material.

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14. Game Theory and Competitive Strategy
15. Markets for Factor Inputs
16. Investment, Time, and Capital Markets
17. General Equilibrium and Economic Efficiency
18. Markets with Asymmetric Information
19. Externalities and Public Goods

ABOUT THE BOOK
Reviewers tell us that Case/Fair/Oster is one of the all-time bestselling Principles of Economics texts because they trust it to be clear, thorough, and complete. Readers of Principles of Economics, Twelfth Edition, Global Edition, come away with a basic understanding of how market economies function, an appreciation for the things they do well, and a sense of things they do poorly. With the latest research and added exercises, students begin to learn the art and science of economic thinking and start to look at some policy and even personal decisions in a different way.

FEATURES
- Spotlights Recent Research
- Shows the Power and Breadth of Economic Models
- Introduction of a competitive market model first, followed by noncompetitive market structures gives students a clear understanding of basic economic theory and how market opportunities operate.
- Keynesian Crossmaterial is integrated throughout the text
- Incorporation of international examples and applications includes discussion of:
  - The many countries that contributed to creating the iPod (Chapter 1).
  - How UPS is using technology to speed worldwide delivery (Chapter 7).
  - How high speed trains in Europe benefit travelers, the environment, and the economies of communities served (Chapter 10).
  - The world’s distribution of income and how technology affects distribution (Chapter 33).
  - The world economy (Chapters 35 and 36)

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34. Open-Economy Macroeconomics: The Balance of Payments and Exchange Rates
35. Economic Growth in Developing Economies

Part VIII: Methodology
36. Critical Thinking about Research

ABOUT THE AUTHORS

Karl E. Case is Professor of Economics Emeritus at Wellesley College where he has taught for 34 years and served several tours of duty as Department Chair. He received his B.A. from Miami University in 1968; spent three years on active duty in the Army, and received his Ph.D. in Economics from Harvard University in 1976.

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About the Book
To compete in today's competitive marketplace, customer focus is no longer simply nice to have—it's a fundamental mandate. This book is a manager's best friend, providing both a primer and a how-to guide to defining and implementing Customer Relationship Management.

Features
- The various roles CRM plays in business, and why it's more important than ever
- The range of CRM applications and uses, from sales force automation to campaign management to e-CRM and beyond
- The context of some of the popular CRM buzzwords
- The differences between CRM and business intelligence, and why they're symbiotic
- Why the customer-relationship failure rate is so high, and how to avoid becoming another CRM statistic
- Case studies of visionary companies who've done CRM the right way

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5. CRM in E-Business
6. Analytical CRM

Part II: Delivering CRM
7. Planning Your CRM Program
8. Choosing Your CRM Tool
9. Managing Your CRM Project

About the Author
Jill Dyche is a vice president with Baseline Consulting Group, a firm specializing in the implementation and analysis of customer databases.
CRM

THE CRM HANDBOOK
Jill Dyche

ISBN: 9788177587623
Pages: 336

ABOUT THE BOOK
To compete in today’s competitive marketplace, customer focus is no longer simply nice to have—its a fundamental mandate. This book is a manager’s best friend, providing both a primer and a how-to guide to defining and implementing Customer Relationship Management.

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- The various roles CRM plays in business, and why it’s more important than ever
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4. Sales Force Automation
5. CRM in E-Business
6. Analytical CRM

Part II: Delivering CRM
7. Planning Your CRM Program
8. Choosing Your CRM Tool
9. Managing Your CRM Project

ABOUT THE AUTHOR
Jill Dyche is a vice president with Baseline Consulting Group, a firm specializing in the implementation and analysis of customer databases.

ERP

ENTERPRISE RESOURCE PLANNING: A MANAGERIAL PERSPECTIVE
Veena Bansal

ISBN: 9788131787038
Pages: 216

ABOUT THE BOOK
Enterprise Resource Planning: A Managerial Perspective focuses on the fundamentals of ERP and details methods of implementing ERP systems. By using actual case incidents, this book charts the life cycle of ERP projects from cost and profit analysis, through change-management on the basis of re-engineering and technical requirements, to the ion of the ERP system and its final application.

FEATURES
- Uses models like parametric model for estimating the cost of an ERP project, Levin’s model and improvisational model for change management to explain the managerial aspect of ERP.
- Bringing in a fresh approach it uses a single case study across all chapters to illustrate its entire life-cycle from selection to development.
- Contains exercises that can be applied to any organisational setup for substantial learning.

CONTENTS
1. Introduction to Enterprise Resource Planning Systems
2. Life Cycle of an ERP Implementation Project
3. Benefits and Cost of an ERP System
4. Change Management
5. Business and IT Alignment
6. Requirements Engineering
7. Re-engineering
8. ERP selection
9. Managing an ERP Project
10. ERP and Related Technologies
11. Introduction to Commercial ERP Software

ABOUT THE AUTHOR
Dr Veena Bansal is a faculty member of industrial and management engineering, Indian Institute of Technology, Kanpur.
BUSINESS INTELLIGENCE AND ANALYTICS: SYSTEMS FOR DECISION SUPPORT, 10/e
Efraim Turban
Ramesh Sharda
Dursun Delen

ABOUT THE BOOK
Business Intelligence and Analytics, 10/e provides the only comprehensive, up-to-date guide to today’s revolutionary management support system technologies, and showcases how they can be used for better decision-making. The 10th edition focuses on Business Intelligence (BI) and analytics for enterprise decision support in a more streamlined book. In addition to traditional decision support applications, this edition expands the reader’s understanding of the various types of analytics by providing examples, products, services, and exercises by discussing Web-related issues throughout the text.

FEATURES
■ Introduction of management support systems (MSS) technologies
■ Extensive supply chain and ERP coverage.
■ Comprehensive coverage of data warehousing.
■ Organizational and societal impacts.
■ Detailed coverage of implementation and integration.

CONTENTS
Part I Decision Making and Analytics: An Overview
1. An Overview of Business Intelligence, Analytics, and Decision Support
2. Foundations and Technologies for Decision Making
Part II Descriptive Analytics
3. Data Warehousing
Part III Predictive Analytics
5. Data Mining
6. Techniques for Predictive Modeling
7. Text Analytics, Text Mining, and Sentiment Analysis
8. Web Analytics, Web Mining, and Social Analytics
Part IV Prescriptive Analytics
9. Model-Based Decision Making: Optimization and Multi-Criteria Systems
10. Modeling and Analysis: Heuristic Search Methods and Simulation
11. Automated Decision Systems and Expert Systems
12. Knowledge Management and Collaborative Systems
Part V Big Data and Future Directions for Business Analytics
13. Big Data and Analytics

ABOUT THE AUTHOR
Ramesh Sharda (MBA, Ph.D., University of Wisconsin-Madison) is director of the Ph.D. in Business for Executives Program and Institute for Research in Information Systems (IRIS), ConocoPhillips Chair of Management of Technology, and a Regents Professor of Management Science and Information Systems in the Spears School of Business at Oklahoma State University (OSU).

Dursun Delen (Ph.D., Oklahoma State University) is the Spears and Patterson Chairs in Business Analytics, Director of Research for the Center of Health Systems Innovation, and Professor of Management Science and Information Systems in the Spears School of Business at Oklahoma State University (OSU).

Efraim Turban (MBA, Ph.D., University of California, Berkeley) is a visiting scholar at the Pacific Institute for Information System Management, university of Hawai. Prior to this, he was on the staff of several universities, including City University of Hong Kong; Lehigh University; Florida International University; California State University; Long Beach; Eastern Illinois University; and the University of Southern California.
Resources, Links, and the Teradata University: Appear at the end of chapter and provide students additional reading, information, and cases to explore.

End of Chapter: Includes a list of Chapter Highlights, Key Terms, Discussion Questions, Exercises, and an additional Application Case to help students review, test, and apply their understanding.

CONTENTS
1. An Overview of Business Intelligence, Analytics, and Data Science
2. Descriptive Analytics I: Nature of Data, Statistical Modeling, and Visualization
3. Descriptive Analytics II: Business Intelligence and Data Warehousing
4. Predictive Analytics I: Data Mining Process, Methods, and Algorithms
5. Predictive Analytics II: Text, Web, and Social Media
6. Prescriptive Analytics: Optimization and Simulation
7. Big Data Concepts and Tools
8. Future Trends, Privacy and Managerial Considerations in Analytics

ABOUT THE AUTHOR

Ramesh Sharda (MBA, Ph.D., University of Wisconsin-Madison) is director of the Ph.D. in Business for Executives Program and Institute for Research in Information Systems (IRIS), ConocoPhilips Chair of Management of Technology, and a Regents Professor of Management Science and Information Systems in the Spears School of Business at Oklahoma State University (OSU).

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13. Big Data and Analytics
12. Knowledge Management and Collaborative Systems
11. Automated Decision Systems and Expert Systems
10. Modeling and Analysis: Heuristic Search Methods and Simulation
9. Data Warehousing
8. Database Application Development
7. Advanced SQL
6. Introduction to SQL
5. Physical Database Design and Performance
4. Logical Database Design and the Relational Model
3. The Enhanced E-R Model
2. Descriptive Analytics I: Nature of Data, Statistical Modeling, and Visualization
1. The Database Environment and Development Process

FEATURES

- Every chapter went through significant edits to streamline coverage to ensure relevance with current technologies and eliminate redundancies.
- End-of-chapter material (review questions, problems and exercises, and/or field exercises) in every chapter has been revised with new questions and exercises.
- The figures in several chapters were updated to reflect the changing landscape of technologies that are being used in modern organizations.
- The Web Resources section in each chapter was updated to ensure that the student has information on the latest database trends and expanded background details on important topics covered in the text.
- In this edition, three appendices are available on the Web and are intended for those who wish to explore certain topics in greater depth.

CONTENTS

Part V: Big data and Future directions for Business
13. Big Data and Analytics
12. Knowledge Management and Collaborative Systems
11. Automated Decision Systems and Expert Systems
10. Modeling and Analysis: Heuristic Search Methods and Simulation
9. Data Warehousing
8. Database Application Development
7. Advanced SQL
6. Introduction to SQL
5. Physical Database Design and Performance
4. Logical Database Design and the Relational Model
3. The Enhanced E-R Model
2. Descriptive Analytics I: Nature of Data, Statistical Modeling, and Visualization
1. The Database Environment and Development Process

ABOUT THE BOOK

The 12th edition of Modern Database Management is designed to be used with an introductory course in database management.
ABOUT THE BOOK

This bestselling textbook offers a comprehensive introduction to the theory and practice of e-business and e-commerce management. The author, Dave Chaffey, brings his trademarks of authority, clarity of expression and teaching expertise to bear on a subject in which he actively lectures and consults. Popular for its cutting-edge and contemporary coverage, this text offers an international approach and a good balance between the technical and managerial topics of central importance to developing an understanding of this subject. It is an engaging read, packed with real-life examples and case studies.

FEATURES

■ Brings the most up-to-date academic thinking and professional practice together in one place, covering all aspects of e-business.
■ Range of features to help students learn effectively including margin definitions, international case studies, activities and web links.
■ In-depth case studies on a range of organizations in both the public and private sectors, from start-ups to global companies such as Google and Facebook.
■ Exemplary teaching and learning package saves lecturers time and help students learn.

CONTENTS

1. Introduction to e-business and e-commerce
2. E-commerce fundamentals
3. E-business infrastructure
4. E-environment
5. E-business strategy
6. Supply chain management
7. E-procurement
8. E-marketing
9. Customer relationship management
10. Change management
11. Analysis and design
12. Implementation and maintenance

ABOUT THE AUTHORS

Dave Chaffey is an e-business consultant and visiting lecturer on e-business courses at Warwick University and Cranfield School of Management.

E-COMMERCE 2021–2022: BUSINESS, TECHNOLOGY, SOCIETY, 17/e

Kenneth C. Laudon
Carol Guercio Traver

ISBN: 9789356060647

Pages: 912

ABOUT THE BOOK

The most up-to-date, comprehensive overview of e-commerce today. Lively and fun to read, E-commerce 2021: Business, Technology, and Society is an in-depth, thought-provoking introduction to e-commerce focusing on key concepts and the latest empirical and financial data. Hundreds of examples from companies such as Facebook®, Google®, Twitter®, Amazon®, Pinterest®, eBay®, Uber®, WhatsApp®, and Snapchat® illustrate how e-commerce is altering business practices and driving shifts in the global economy. The entire 16th edition has been updated through October 2020 and includes up-to-date coverage of privacy and piracy, government surveillance, cyberwar, fintech, social local-mobile marketing, internet sales taxes, and intellectual property.

FEATURES

■ Students learn about the three major driving forces behind e-commerce—business development and strategy, technological innovations, and social controversies and impacts—and how they relate to chapter concepts.
■ Updated—Opening, closing, Insight On, and other extensive cases throughout the text are all new or updated in this edition. The cases place coverage in the context of actual e-commerce businesses.
■ New—The impact of the Covid-19 pandemic on e-commerce is reflected throughout, with special attention paid to the pandemic’s effect on the expansion of on-demand services, the small business shift to e-commerce, Internet infrastructure challenges, and the quest to compete with Amazon.
■ Updated—Data, figures, and tables have been updated through October 2020 with the latest marketing and business intelligence available from a range of industry and government sources.

CONTENTS

Part 1: Introduction To E-Commerce
1. The Revolution Is Just Beginning
2. E-commerce Business Models and Concepts
Part 2: Technology Infrastructure for E-Commerce
3. E-commerce Infrastructure: The Internet, Web, and Mobile Platform
4. Building an E-commerce Presence: Websites, Mobile Sites, and Apps
5. E-commerce Security and Payment Systems

Part 3: Business Concepts and Social Issues
6. E-commerce Marketing and Advertising Concepts
7. Social, Mobile, and Local Marketing
8. Ethical, Social, and Political Issues in E-commerce

Part 4: E-commerce in Action
9. Online Retail and Services
10. Online Content and Media
11. Social Networks, Auctions, and Portals

ABOUT THE AUTHORS
Kenneth C. Laudon was a professor of information systems at New York University School of Business. He held a BA in economics from Stanford and a PhD from Columbia University. He authored 12 books dealing with electronic commerce, information systems, organizations, and society. Professor Laudon wrote more than 40 articles concerning social, organizational, and management impacts of information systems, privacy, ethics, and multimedia technology.

Carol Guercio Traver is a graduate of Yale Law School and Vassar College. She has many years of experience representing major corporations as well as small and medium-sized businesses as an attorney with NYC law firm Proskauer, with expertise in intellectual property law, technology law, internet law, and privacy law, as well as general corporate law. Carol is also a co-founder, with Ken Laudon, of Azimuth Interactive, one of the first ed tech firms and creator of some of the first interactive software training and testing systems for higher education and corporate training, and today, a provider of digital media and publisher services for the higher education industry.

ABOUT THE BOOK
Frontiers of Electronic Commerce is the complete introduction to many facets of electronic commerce, and makes use of today’s technology to solve business communications and computer-intensive business problems.

FEATURES
- Illustrates the radical developments in areas of electronic cash, secure electronic payments, and funds transfers
- Describes the changes taking place in online advertising, real-time promotion and new product introduction
- Introduces new technologies such as structured and compound documents, software agents and mobile computing, networked multimedia databases, firewalls and encryption

CONTENTS
1. Welcome to Electronic Commerce
2. The Network Infrastructure for Electronic Commerce
3. The Internet as a Network Infrastructure
4. The Business of Internet Commercialization
5. Network Security and Firewalls
6. Electronic Commerce and World Wide Web
7. Consumer-Oriented Electronic Commerce
8. Electronic Payment Systems
9. Inter organizational Commerce and EDI
10. EDI Implementation, MIME, and Value-Added Networks
11. Service Level Agreements
12. The Corporate Digital Library
13. Advertising and Marketing on the Internet
14. Consumer Search and Resource Discovery
15. On-Demand Education and Digital Copyrights
16. Software Agents
17. The Internet Protocol Suite
18. Multimedia and Digital Video
20. Mobile and Wireless Computing Fundamentals
21. Structural Documents
22. Active/Compound Document Architecture

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on business uses of information systems is a key highlight. This edition includes case studies of companies, like WhatsApp and Facebook, Walmart, Indian Premier League, Google, Amazon, and many more, in the Indian context. The text is reader-friendly with a feature-rich layout to ensure maximum engagement and understanding. This book is useful for students as well as managers in organizations seeking guidance in implementing or improving effectiveness and efficiency through MIS.

FEATURES
■ Opening Case Studies and End-of-Chapter case studies that are Business-Driven with Real-World Business Cases and Examples
■ Learning assessments through ‘Review Summary’, Key Terms (Chapter-end), Review Questions, and Discussion Questions
■ For developing career skills of MIS through Hands-On MIS Projects, Collaboration, and Teamwork Project
■ Some of the Indian case study topics include:
   Digital empowerment in India: Steps taken by GOI
   Crowdfunding
   Mass Surveillance
   IoT-aided Agriculture
   Data Analytics
■ Interesting case studies of some of the companies included:
   Walmart: Blockchain augmenting efficiency
   Facebook Vs. WhatsApp
   IPL Team Selection
   Amazon Web Services

CONTENTS
Part I: Organizations, Management, and the Networked Enterprise
1. Information Systems in Global Business Today
2. Global E-business and Collaboration
3. Information Systems, Organizations, and Strategy
4. Ethical and Social Issues in Information Systems
Part 2: Information Technology Infrastructure
5. IT Infrastructure and Emerging Technologies
6. Foundations of Business Intelligence: Databases and Information Management
7. Telecommunications, the Internet, and Wireless Technology
8. Securing Information Systems
Part 3: Key System Applications for the Digital Age
9. Achieving Operational Excellence and Customer Intimacy: Enterprise Applications
11. Managing Knowledge and Artificial Intelligence
12. Enhancing Decision Making
Part 4: Building and Managing Systems
13. Building Information Systems
14. Making the Business Case for Information Systems and Managing Projects
15. Managing Global Systems
16. Glossary
17. Indexes

ABOUT THE AUTHORS
Kenneth C. Laudon was a professor of information systems at New York University School of Business.
Jane P. Laudon Azimuth Information Systems
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USING MIS, 10/e
David M. Kroenke
Randall J. Boyle
ISBN: 9789353433802
Pages: 600

E-Book Available

ABOUT THE BOOK
Technology is rapidly changing the way organizations do business—and knowledge of MIS is critical to keeping up. Comprehensive and up-to-date, Using MIS shows students how organizations use information systems to solve business problems every day. The 10th Edition now includes new content on using virtual reality and artificial intelligence, along with 11 new Career Guides, five new Ethics Guides, and five new Security Guides.

FEATURES
■ Guides: Each chapter includes three guides that focus on current issues in information systems. One addresses ethics, one addresses security, and the third addresses information systems careers.
■ Chapter Introduction Business Example: Each chapter begins with a description of a business situation that motivates the need for the chapter’s contents. The authors focus on two different businesses over the course of the text: Falcon Security, a provider of aerial surveillance and inspection services; and ARES, an augmented reality exercise startup opportunity.
■ Query-Based Chapter Format: Each chapter starts with a list of questions, and each major heading is a question. The Active Review contains tasks for students to perform in order to demonstrate their ability to answer the questions.
■ So What?: Each chapter of this text includes an exercise called “So What?” This feature challenges students to apply the knowledge they’ve gained from the chapter to themselves, often in a personal way. The goal is to drive home the relevancy of the chapter’s contents to their...
future professional lives. It presents a current issue in IS that is relevant to the chapter content and asks students to consider why that issue matters to them as future business professionals.

- 2027?: Each chapter concludes with a discussion of how the concepts, technology, and systems described in that chapter might change by 2027.

- Active Review: This review provides a set of activities for students to perform in order to demonstrate their ability to answer the primary questions addressed by the chapter.

- Using Your Knowledge: These exercises ask students to take their new knowledge one step further by applying it to a practice problem.

- Collaboration Exercises: These exercises and cases ask students to collaborate with a group of fellow students, using collaboration tools introduced in Chapter 2.

- Case Studies: Each chapter includes a case study at the end.

- Application Exercises: This appendix of Excel and Access exercises asks students to use spreadsheet and database skills.

- International Dimension: This module at the end of the text discusses international aspects of MIS. It includes the importance of international IS, the localization of system components, the roles of functional and cross-functional systems, international applications, supply chain management, and challenges of international systems development.

CONTENTS

Part I: Why MIS?
1. The Importance of MIS
2. Collaboration Information Systems
3. Strategy and Information Systems

Part II: Information Technology
4. Hardware, Software, and Mobile Systems
5. Database Processing
6. The Cloud

Part III: Using IS for Competitive Advantage
7. Processes, Organizations, and Information Systems
8. Social Media Information Systems
9. Business Intelligence Systems

Part IV: Information Systems Management
10. Information Systems Security
11. Information Systems Management
12. Information Systems Development
13. The International Dimension
14. Application Exercises
15. Glossary

ABOUT THE AUTHORS
David M. Kroenke, Bowling Green State University
Randall J. Boyle, Weber State University
One of the greatest challenges in teaching IS courses is keeping pace with what’s happening in the real-world. Information Systems Today shows students how information technology and systems are continuing to expand within all aspects of today’s organizations and society.

FEATUERS

- One of the greatest challenges in teaching IS courses is keeping pace with what’s happening in the real-world. Information Systems Today shows students how information technology and systems are continuing to expand within all aspects of today’s organizations and society.
- Show students how real, contemporary companies use IS: Multi-tiered case approach. There’s no better way to make the course material relevant to students than by describing the IS issues of real companies and technologies at work. Each chapter of this text uses cases in a variety of ways to emphasize and highlight how contemporary organizations are using IS to gain a competitive advantage, streamline organizational processes, or improve customer relationships.
- Chapter-opening Cases. All chapters begin with an opening case describing a real-world company, technology, and/or issue to spark students’ interest in the chapter topic. Each opening case includes a series of associated questions the students will be able to answer after reading the chapter’s contents.
- Brief Cases. Each chapter also includes a brief case that discusses important issues related to companies, technologies, or society. These are embedded in the text of the chapter and highlight concepts from the surrounding chapter material.

CONTENTS

1. Managing in the Digital World
2. Gaining Competitive Advantage Through Information Systems
3. Managing the Information Systems Infrastructure and Services
4. Enabling Business-to-Consumer Electronic Commerce
5. Enhancing Organizational Communication and Collaboration Using Social Media
6. Enhancing Business Intelligence Using Information Systems
7. Enhancing Business Processes Using Enterprise Information Systems
9. Developing and Acquiring Information Systems
10. Securing Information Systems

ABOUT THE AUTHORS

Joseph A. Valacich, University of Arizona
Christoph Schneider, City University of Hong Kong
Appendix: Object-Oriented Analysis & Design: Use Cases
Appendix: Object-Oriented Analysis & Design: Activity Diagrams
Appendix: Object-Oriented Analysis & Design: Sequence Diagrams
Chapter 8: Structuring System Data Requirements
Appendix: Object-Oriented Analysis & Design: Object Modeling—Class Diagrams

Part IV: Design

9. Designing Databases
10. Designing Forms and Reports
11. Designing Interfaces and Dialogues
12. Designing Distributed and Internet Systems

Part V: Implementation and Maintenance

13. System Implementation
14. Maintaining Information Systems

ABOUT THE AUTHORS

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ABOUT THE BOOK

A clear presentation, organized around the systems development life cycle model, Essentials of Systems Analysis and Design, 5/e is a briefer version of the authors’ successful Modern System Analysis and Design, designed for courses seeking a streamlined approach to the material due to course duration, lab assignments, or special projects. This text also features the systems development life cycle model, which is used to organize the information throughout the text.

FEATURES

- The fifth edition emphasizes current changes in systems analysis and design.
- Offer a clear presentation of material: The Systems Development Life Cycle Model. Organized around the systems development life cycle at the chapter and book level this text provides students with a comprehensive format to follow:
  - Agile Methodology. Systems development is moving away from complex, plan-driven development to a new approach, Agile Methodology. The Agile revolution in systems development is acknowledged and briefly explained in Chapter 1 and then explored in much greater depth in Appendix B.
  - Increased Focus on Make versus Buy and Systems Integration. Since more systems development involves the use of packages in combination with legacy applications and new modules, the coverage of this topic has been moved forward in the text to highlight the importance of these topics.

CONTENTS

Part I: Foundations for Systems Development
1. The Systems Development Environment
2. The Sources of Software
3. Managing the Information Systems Project

Part II: Systems Planning And Selection
4. Systems Planning and Selection

Part III: Systems Analysis
5. Determining System Requirements
7. Structuring System Requirements: Conceptual Data Modeling

Part IV: Systems Design
8. Designing the Human Interface
9. Designing Databases

Part V: Systems Implementation And Operation
10. Systems Implementation and Operation
HOSPITALITY, TRAVEL, TOURISM AND EVENT MANAGEMENT
About the Book

The Beverage Manager's Guide to Wines, Beers, and Spirits, 4/e, takes readers on an intriguing journey through the vast world of alcoholic beverages. It is an authoritative guide that will inspire those individuals pursuing or enhancing a career in the food and beverage industry. Written in a lively, engaging, intellectually appealing style complimented by stimulating photography, this comprehensive yet concise book explores the essential management and service aspects of wines, beers, and spirits and provides the knowledge necessary for building and sustaining a profitable beverage program. The Fourth Edition includes a new opening chapter on beverage trends, expanded coverage of grape varietals, 22 new classic cocktail recipes, a new chapter on sake and cider, a new chapter on coffee and tea, greater emphasis on beverage and food pairing, and full-color text that depicts the beverages as artistic, unique, and essential to the food service organization.

Features

■ Presents the history of alcohol from its beginning to the present, illustrating the origin and roles these beverages have played as they have evolved over time.

■ Looks at the latest trends in beverage popularity and use, including:
  ❏ NEW! A new opening chapter on beverage trend and fads as they relate to the strategic mindset of the beverage manager (Chapter 1).
  ❏ NEW! A new chapter on sake, cider, and mead (Chapter 10)–beverages that have seen immense growth over the past 5 years.
  ❏ NEW! A new chapter on coffee and tea (Chapter 13)–the two most profitable beverages in the industry.
  ❏ The current trend and pertinent wine topic of "Green Friendly" viticulture and enology including Sustainable, Organic, and Biodynamics.

■ Illustrates wine by the wine-styling approach, rather than by region or country, showing readers the most important methods for communicating wine to others:
  ❏ NEW! Expanded coverage of grape varietals as they relate to white and red wine styling categories. (Chapter 4)

■ Presents beers by two major categories with their style derivatives, rather than color and flavor.

■ Breaks spirits into aged and non-aged categories to simplify the process and make it easier to understand the significant spirits and liquors.
ABOUT THE BOOK
The Beverage Manager’s Guide to Wines, Beers, and Spirits, 4/e, takes readers on an intriguing journey through the vast world of alcoholic beverages. It is an authoritative guide that will inspire those individuals pursuing or enhancing a career in the food and beverage industry. Written in a lively, engaging, intellectually appealing style complimented by stimulating photography, this comprehensive yet concise book explores the essential management and service aspects of wines, beers, and spirits and provides the knowledge necessary for building and sustaining a profitable beverage program. The Fourth Edition includes a new opening chapter on beverage trends, expanded coverage of grape varietals, 22 new classic cocktail recipes, a new chapter on sake and cider, a new chapter on coffee and tea, greater emphasis on beverage and food pairing, and full-color text that depicts the beverages as artistic, unique, and essential to the food service organization.

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- Presents beers by two major categories with their style derivatives, rather than color and flavor.
- Breaks spirits into aged and non-aged categories to simplify the process and make it easier to understand the significant spirits and liquors.
- Discusses alcohol safety as it relates to lessening the liability of the beverage establishment.
- Explains management and marketing of beverage operations clearly, discussing such important information as building and sustaining a profitable beverage program.
- Provides beverage managers with invaluable information to use with customers and employees, such as:
  - NEW! 22 additional classic cocktail recipes tested by mixologist Kai Wilson (Chapter 12).
  - Greater emphasis on beverage and food pairing (Appendix C) as a foundation to use in training service staff.
- Presents useful concepts beverage managers can incorporate into their daily tasks of educating and communicating to their employees or making key business decisions.
- Enlightens and instills a greater appreciation about wines, beers, and spirits.
- Includes numerous features that attract, engage, and navigate the visual, auditory, and kinesthetic learner, including:
  - Clearly stated chapter learning objectives–roadmaps for each chapter to help readers track learning.
  - Terms from the beverage world highlighted within the text, along with phonetic spelling to assist the reader in ease of communication.
  - Check Your Knowledge quizzes at the end of each chapter for assessing comprehension and retention of important chapter topics, including discussion questions that encourage in-class discussion.
  - A selection of recorded podcasts that can be downloaded, available at www.johnlaloganes.com.

CONTENTS
1. The Origins and Beverage Trends
2. Introduction to Wine and Service
3. Viticulture: Outside in the Vineyard
4. Enology: Inside the Winery
5. The Wine Styling Approach: White Wines
6. The Wine Styling Approach: Red Wines
7. Other Wines: Sparkling, Fortified, and Dessert Wines
8. The Brewery: Beer Production and Service
10. Sake, Cider, and Mead
11. The Distillery: Spirits and Liqueurs of the World
13. Coffee and Tea
14. Constructing the Beverage Concept
15. Managing for Profit
16. Marketing the Beverage Establishment
17. Appendix A: The Science of Fermentation
18. Appendix B: Alcohol Safety and Liability
19. Appendix C: Sensory Analysis
20. Appendix D: Drink and Food Pairing
21. Appendix E: Lexicon of Beverage Terms

ABOUT THE AUTHOR
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Kendall College and the Wine Professional (WP) Program
Albert W. A. Schmid, Guildford Technical Community College
ABOUT THE BOOK

Beverages is a textbook that caters to the syllabi of hotel management courses under the National Council for Hotel Management and Catering Technology and similar courses at various other universities. This book provides extensive insights into the non-alcoholic and alcoholic beverages of the world. It discusses the history, the production processes and the methods of serving beverages, along with an informative study on the important brands of beverages. This book also presents some of the famous myths and stories associated with different kinds of beverages to engage the readers. It includes photographs illustrating the coffee processing methods at the Chipli estates in Coorg and photographs of tea plantations and processing units at the tea estates of Sri Lanka. The detailed analysis of the beer-making processes at The Biere Club microbrewery in Bangalore and the wine production and viticulture processes documented at Grover Vineyards, Bangalore (India’s leading wine producers) aim to help students understand the subject with better clarity.

FEATURES

- A practical and learner-centred approach to the subject
- A detailed discussion on the histories of Old World wines, with tasting notes on the best wines of each region, commune and vineyard across France, Italy, Germany and other wine-producing regions of the world
- Did You Know boxes highlight important information
- Key terms, summary-in-points and frequently asked questions in each chapter

CONTENTS

1. Beverages—Introduction and History
2. Tea
3. Coffee
4. Cocoa
5. Beer
6. Sake
7. Cider and Perry
8. Distillation
9. Vodka
10. Gin
11. Rum
12. Tequila
13. Brandy
14. Whisky
15. Eau-de-Vies and Other Spirits
16. Liqueurs
17. Viniculture and Vine Diseases
18. French Wine
19. Champagne
20. Italian Wines
21. German Wines
22. Spanish Wines
23. Portuguese Wines
24. New World Wines
25. Aromatized Wines Aperitifs and Bitters
26. Food and Wine Harmony
27. Equipment for Service of Beverages
28. Cocktails
29. Service of Beverages in Food and Beverage Establishments
30. Tobacco

ABOUT THE AUTHOR

Kartik Bhat is a senior lecturer at Garden City College, Bangalore.

TOURISM MARKETING

Devashish Dasgupta

ABOUT THE BOOK

Tourism industry in India is one of the most profitable industries in the country and contributes substantially to foreign exchange. Increased tourism in India has created jobs in a variety of related sectors, both directly and indirectly. Almost 20 million people are now working in the India’s tourism industry. India’s tourism is thriving, owing to a huge surge in both business and leisure travel by foreign and domestic tourists. According to the latest Tourism Satellite Accounting (TSA) research released by the World Travel and Tourism Council (WTTC) and its strategic partner Accenture, India’s travel and tourism industry is expected to generate approximately US$ 275.5 billion by 2018. This book is first of its kind in the complete book market. No other book deals with the subject that exhaustively. It is based on a well researched structure of marketing. All chapters are based on international research in tourism and Special care has been taken to give the book a global touch. It covers almost all prominent international destinations.

FEATURES

- A number of unsung tourist destinations have been discussed in depth throughout the book to give a unique reading experience.
- Real-life tourist experiences have been recorded and converted into short case lets for discussion as well as for
knowledge assimilation (IIM Lucknow as well as students of other institutes have shared their experiences.)
■ A glossary of terminologies as well as a glossary of tourist destinations given at the end of the book.
■ Each chapter is followed by an exhaustive bibliography and discussion questions.

CONTENTS
1. Tourism Market Environment Scanning
2. Tourist Consumer Behaviour
3. Customer Value, Loyalty and Satisfaction
4. Services Marketing Issues in Tourism
5. Marketing Mix and C’s of Marketing in Tourism
6. Tourism Life Cycle
7. Tourist Market Segmentation and Targeting
8. Differentiation & Positioning in Tourism
9. Tourism Product Development and Packaging
10. Tourism Promotional Mix: An Integrated Marketing Communication (IMC) Approach
11. Destination Branding: Building Brand Equity
12. Information and Communication Technology and Tourism Marketing
14. Contemporary Avenues in Tourism

ABOUT THE AUTHOR
Devashish Dasgupta is a professor at IIM Lucknow.
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Nanyang Business School, Singapore

CASES IN HOSPITALITY AND TOURISM MANAGEMENT
Robert M. O’Halloran
Ken Jarvis
Amy M. Allen-Chabot

ABOUT THE BOOK
Students seeking an introduction to the hospitality and tourism field will benefit from the experienced educators and ex-industry employers who created the cases compiled in this unique text. The exposure found in its case study experiences will enhance student’s understanding of the subject.

FEATURES
■ 23 interesting cases-offer class discussion opportunities based on real-life scenarios with possible outcomes.
■ A wide variety of cases-In the businesses of foodservice; lodging; resort and club management; and tourism.

■ The virtual exposure found in its case study experiences will enhance student curriculum and careers.

CONTENTS
Cases in Food Service Management
1. Menu Extensions in a Fast Food Operation
2. The Waitress with a Nose Ring
3. Menu changes resulting from food delivery shortages
4. The Case of the Excessively Busy Line Co.
5. The Redesign of a School Cafeteria
6. The Employee Whose Personal Habits Defy Sanitation Guidelines
7. Marketing Ingenuity & Product Development
8. Vending Opportunities
9. The Buses are coming
10. Rebidding the Contract

Cases in Lodging
11. Leadership Expectations
12. Labor Productivity - a Hotel Case Study
13. Partnership Marketing
14. Hotel Recruitment in a Rural Environment
15. Franchise Services Evaluation
16. The Madison Hotel in Memphis

Cases in Resort & Club Management
17. A Fresh Start at the Rainbow Golf Resort
18. Blue Thistle Country Club
19. Work Morale and Motivation

Cases in Tourism
21. Developing Jordanian Tourism Products and Services
22. Mount Evans Scenic Byway: Is It Being Loved to Death?
23. Border Tourism Synergies in the North Country

Cases by Business Type
24. Food Service
25. Lodging
26. Resort & Club Management
27. Tourism

ABOUT THE AUTHORS
Robert M. O’Halloran, University of Memphis
Ken Jarvis, Anne Arundel Community College
Amy M. Allen-Chabot, Ann Arundel Community College
ABOUT THE BOOK

Marketing for Hospitality and Tourism, 7/e is the definitive source for hospitality marketing. Taking an integrative approach, this highly visual, four-color book discusses hospitality marketing from a team perspective, examining each hospitality department and its role in the marketing mechanism. These best-selling authors are known as leading marketing educators and their book, a global phenomenon, is the leading resource on hospitality and tourism marketing. The Seventh Edition of this popular book includes new and updated coverage of social media, destination tourism and other current industry trends, authentic industry cases, and hands-on application activities.

FEATURES

- Extends generational and lifestyle marketing—The Seventh Edition expands on generational and lifestyle marketing and provides current cases and examples of generational and lifestyle concepts throughout the book.
- UPDATE Provides a contemporary overview of destination marketing. An extensively revised Chapter 17 includes a destination marketing framework, new sections on tourism competitiveness, branding tourist destinations, and creating and managing visitor experiences such as co-creation and live-like-a-local experiences, reflecting the current and future state of this increasingly important space.
- Reflects current industry trends. The Seventh Edition is extensively revised throughout every chapter to give readers the most current view of the field.
- Uses interesting industry examples to entertain and engage students. Chapter-opening Vignettes, Marketing Highlights, and other features highlight hot-button issues in marketing. Over half of the chapter-opening vignettes are new illustrating how topical brands or new cases and examples show how actual companies have successfully applied marketing theories to real life situations.
- Translates the authors’ industry and academic experience into the definitive book for this course. The author is known as the leading marketing educator worldwide and this book is known as “the bible” of the hospitality field.
- Explains how each team member in every area of operation participates in hospitality marketing. Its integrative approach examines various roles (general manager, human resource manager, food and beverage manager, front and back office, etc.) and their contribution to marketing efforts.

CONTENTS

Part I: Understanding the Hospitality and Tourism Marketing Process
1. Introduction: Marketing for Hospitality and Tourism
2. Service Characteristics of Hospitality and Tourism Marketing
3. The Role of Marketing in Strategic Planning

Part II: Developing Hospitality and Tourism Marketing Opportunities and Strategies
4. The Marketing Environment
5. Managing Customer Information to Gain Customers Insights
6. Consumer Markets and Consumer Buying Behavior
7. Organizational Buyer Behavior of Group Market
8. Customer Driven Marketing Strategy: Creating Value for Target Customers

Part III: Developing the Hospitality and Tourism Customer Value-Driven Strategy and Mix
9. Designing and Managing Products and Brands: Building Customer Value
10. Internal Marketing
11. Pricing: Understanding and Capturing Customer Value
12. Marketing Channels: Delivering Customer Value
13. Engaging Customers and Communicating Customer Value
14. Public Relations and Sales Promotion
15. Professional Sales
16. Direct, Online, Social Media and Mobile

Part IV: Managing Hospitality and Tourism Marketing
17. Destination Marketing
18. Next Year’s Marketing Plan

ABOUT THE AUTHORS

Philip T. Kotler, Northwestern University
John T. Bowen, University of Houston
James Makens, Wake Forest University
Seyhmus Baloglu, University of Nevada Las Vegas

FOOD SCIENCE, NUTRITION AND SAFETY

Sukhneet Suri
Anita Malhotra

ABOUT THE BOOK

With the precise aim of enhancing the skills that students and professionals need to excel in the food industry, Food Science, Nutrition and Safety, for the first time, brings together a detailed...
analysis of diverse topics such as food processing, dietary guidelines, nutritive value, food additives, and food laws. Divided into three parts, each to address the broad components of food science, nutrition and safety, this book is a course-defining learning asset that will benefit students as well as hardened food professionals.

FEATURES

■ Part One: Food Science introduces the reader to food science by discussing its scope in all forms of micro and macro enterprises associated with food business with special emphasis on the hospitality industry.
■ Part Two: Nutrition focuses on food nutrition by detailing the concepts of under, over and optimum nutrition, and the basics of preparing nutritious meals.
■ Part Three: Food Safety address the crucial aspect of food safety by outlining the causes of food spoilage, methods of food preservation and ways of handling food safely.

CONTENTS

**Part 1: Food Science**
1. Food Science - an Introduction
2. Carbohydrates
3. Fats and Oils
4. Proteins
5. Food Processing
6. Evaluation of Food
7. Emulsions
8. Colloids
9. Flavours
10. Browning

**Part 2: Nutrition**
11. Nutrition: Basic Aspects
12. Energy
13. Macronutrients
14. Micronutrients
15. Water
16. Balanced Diet
17. Meal Planning
18. Food Processing and Nutritive Value
19. Nutrition and Health: Focus of the Food Industry

**Part 3: Food Safety and Quality**
20. Introduction to Food Safety
21. Micro-organisms in Food
22. Food Spoilage and Preservation
23. Beneficial Role of Microorganisms
24. Food Borne Diseases
25. Food Additives
26. Food Contaminants and Adulterants
27. Food Laws and Regulations
28. Quality Management
29. Hygiene and Sanitation in Food Sector
30. Recent Concerns

ABOUT THE AUTHORS

Sukhneet Suri is an Assistant Professor in the Department of Food Technology and Nutrition at Vivekananda College, University of Delhi.

Anita Malhotra is an Associate Professor in the Department of Food Technology and Nutrition at Lakshmibai College, University of Delhi.

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**ENGLISH FOR THE HOTEL INDUSTRY**

Aysha Viswamohan

ISBN: 9788131773567
Pages: 216

**ABOUT THE BOOK**

*English for the Hotel Industry* is meant for those professionals who work in the hospitality industry, interact with corporate and international clients, aim to go and work in English-speaking countries, or just want to improve their English language abilities. Essentially, it simulates situations where you might need English to talk to your clients, guests, tourists, and customers.

**FEATURES**

*English for the Hotel Industry* makes effective use of hospitality terminology and you will be encouraged to use your professional expertise. Our intention is to encourage you to use the English language in professional and social situations skillfully. If you are already working or aspire to work in the hotel industry, where English is the language of communication, *English for the Hotel Industry* will help you in all your professional needs.

**CONTENTS**

1. Making a Hotel Reservation
2. Welcoming a Guest at the Front Desk
3. Checking-in
4. In the Elevator
5. Responding to Enquiries after Checking in
6. Room Service
7. Facilities and Services at the Hotel
8. Places Around the Hotel
9. Getting a Duplicate Key
10. Getting a Problem Fixed
11. At the Restaurant
12. Places to Visit in the City
13. Booking a Taxi
14. Taking a Message
15. Checking out

**ABOUT THE AUTHOR**

Aysha Viswamohan teaches in the Department of Humanities and Social Sciences at the Indian Institute of Technology Madras.
About the Book

Renowned for its comprehensive coverage, exceptional illustrations, and clear instructions, *Patternmaking for Fashion Design, 5/e* offers detailed yet easy-to-understand explanations of the essence of patternmaking. Hinging on a recurring theme that all designs are based on one or more of the three major patternmaking and design principles, dart manipulation, added fullness, and contouring it provides students with all the relevant information necessary to create design patterns with accuracy regardless of their complexity.

Some innovative, new information in this book include:

- Updated with modern, cutting-edge sketches and designs.
- Ribbing added to the knit section of Chapter 27.
- More materials on children's wear and swim wear.
- Knock offs.
- Fitting corrections
- Advanced design projects
- A practical introduction to patternmaking
- Complete coverage of the three steps of design patterns: dart manipulation, added fullness, and contouring.

Features

- A unique section on patternmaking for bias-cut garments.
- Revised drafting instructions and standard measurement charts.
- Constructed support for strapless designs—Expands upon discussion and includes an additional strapless foundation.
- A practical introduction to patternmaking—Opens the book with discussions on the workroom, the model form and measuring techniques, and how to draft the basic pattern set.
- Chapter projects—Includes a fashion sketch for each project with an analysis of the design, and focuses on pattern plot and manipulation for developing the patterns.

Contents

1. The Workroom.
2. The Model Form and Measurements.
3. Drafting the Basic Pattern Set.
4. Dart Manipulation. (Principle #1)
5. Designing with Darts (Tuck-Darts, Pleats, Flare and Gathers)
7. Added Fullness (Principle #2).
9. Contouring (Principle #3).
10. Collars.
ABOUT THE BOOK

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7. Added Fullness (Principle #2).
9. Contouring (Principle #3).
10. Collars.
12. Cowls.
15. Kimono, Raglan, Drop Shoulder, Exaggerated Armholes.
16. Buttons, Buttonholes, and Facings.
17. Plackets and Pockets.
18. Dresses without Wasteline Seams (Based on Torso Foundation).
20. Patternmaking for Bias-Cut Dresses.
23. Capes and Hoods.
25. Pants.
27. Actionwear for Dance and Exercise.
28. Swimwear
29. Introduction to Childreenswear.
32. Dresses and Jumpers.
33. Tops.
34. Pants and Jumpsuits.
35. Bodysuits, Leotards, Mailott, and Swimwear.

FEATU RES

- Updated information throughout—Includes descriptions of fashion categories; resources; and fashion companies.
- Focus on youthful fashions—Features the “grunge” look.
- Expanded coverage of swimwear.
- Student-friendly writing style—Includes chapter introductions that summarize content.
  - Give’s students an insider’s perspective on all aspects of product development in a comprehensive way. Allows instructors to tailor the material to a beginning or advanced approach to product development.
- Fashionable, current illustrations and photographs throughout—Features a variety of product lines and a diverse representation of fashion professionals.
- Historical perspectives—Extend through the 1990s.
  - Offers students a look at fashion trends of the times, as well as the most recent fashion developments and apparel categories.
Coverage of the globalization of the apparel industry.
- Examines in depth a critical new trend—as more than 80% of apparel is made offshore.
- Discussion of the consolidation of retail outlets.

CONTENTS

Unit 1: The Business of Design
1. The Apparel Manufacturer
2. What Does a Designer Do?
3. Sources of Inspiration
4. Designing a Successful Garment
5. Organizing a Line

Unit 2: Materials
6. Fabricating a Line
7. Kinds of Trims and Their Uses

Unit 3: Speciality Design Categories
8. Children’s Wear
9. Menswear

Unit 4: Apparel Categories 361
10. Tops and Coats
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ABOUT THE AUTHOR
Sharon Lee Tate, East Los Angeles College
# Author Index

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