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How organisations waste billions through failures, frauds and f*ck-ups
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ALYSON WARREN

How organisations waste billions through failures, frauds and f*ck-ups Value as a Service Embracing the Coming Disruption

This book responds to the increasing speed with which the domain of electronic procurement has been evolving, as well to the significant advances predicted to take place in the near future. Covering the fundamentals of electronic procurement as well as advanced applications, the main focus is on the critical importance of information technology for modern supply management professionals. Tracing the evolution of electronic procurement over the last 20 years, the book illustrates how the concept has evolved from a novel idea into a standard approach that cannot be neglected, fundamentally transforming business as usual. The transformation is highlighted by the evolution of online reverse auctions, as well as the ensuing expansion of technology to virtually all aspects of strategic sourcing in the form of integrated electronic sourcing suites. Several advances and new applications of electronic procurement are presented, with an emphasis on how social media can be leveraged for supply management and its associated significant potential.

A Managerial and Social Networks Perspective Pearson Education

Using strategic supply chain network design, companies can drive consistent dramatic savings throughout their global supply chains. Logistics experts at IBM and Northwestern University have brought together the rigorous principles and the practical applications supply chain designers need to

improve the flow of physical products across the globe.

Repositioning Procurement in the Business Environment Edward Elgar Publishing

If you're a CEO, three of the biggest pain points you face in today's business world are: Making the best decisions when the answer isn't always clear
 Maintaining a strong and consistent culture as your business rapidly grows
 Attracting and retaining the best talent who are a strong culture fit
 These problem areas lead to inconsistency, growing pains, and major roadblocks on how to take your organization to the next level. Thankfully, there's a simple solution: Discover, build, and create your core value driven organization. In *The Core Value Equation*, Darius Mirshahzadeh shows how core values create the ultimate decision-making engine for your organization that consistently produces spectacular results. Core values also create an "invisible manager" that sits next to every employee and holds them accountable to a common set of beliefs, actions, and outcomes, all without hiring a single person. Finally, core values are the best tool out there to recruit and support an army of diehard team members who speak the same language, create consistent results, and make your organization a magnet for like-minded individuals.

Bricks Matter Penguin UK

This new Edition of *Electronic Commerce* is a complete update of the leading graduate level/advanced undergraduate level textbook on the subject. Electronic commerce (EC) describes the manner in which transactions take place over electronic networks, mostly the Internet. It is the process of electronically buying and selling goods, services, and information. Certain EC applications, such as buying and selling stocks and airline tickets online, are reaching maturity, some even exceeding non-Internet trades. However, EC is not just about buying and selling; it also is about electronically

communicating, collaborating, and discovering information. It is about e-learning, e-government, social networks, and much more. EC is having an impact on a significant portion of the world, affecting businesses, professions, trade, and of course, people. The most important developments in EC since 2014 are the continuous phenomenal growth of social networks, especially Facebook, LinkedIn and Instagram, and the trend toward conducting EC with mobile devices. Other major developments are the expansion of EC globally, especially in China where you can find the world's largest EC company. Much attention is lately being given to smart commerce and the use of AI-based analytics and big data to enhance the field. Finally, some emerging EC business models are changing industries (e.g., the shared economy models of Uber and Airbnb). The 2018 (9th) edition, brings forth the latest trends in e-commerce, including smart commerce, social commerce, social collaboration, shared economy, innovations, and mobility.

[The Core Value Equation](#) John Wiley & Sons

"The most powerful and instructive change manual you'll ever read. It will persuade and inspire you to change your business, your work, and maybe your life." —Daniel H. Pink, bestselling author of *A Whole New Mind* In *Practically Radical*, William C. Taylor, the New York Times bestselling co-author of *Mavericks at Work* offers a refreshing, rigorous new look at pragmatic ways to shake things up and make positive change in difficult times.

Exploring how twenty-five for-profit companies and nonprofit organizations—including IBM, Zappos, Swatch, the Girl Scouts, and Interpol—made remarkable strides in tough circumstances, *Practically Radical* raises (and answers) the make-or-break questions facing today's leaders in every field: Do you see opportunities the competition doesn't see? The most successful organizations embrace one-of-a-kind ideas in a world filled with "me-too" thinking. Do you have new ideas about where to look for new ideas? Routine practices in one field can be revolutionary when they migrate to another. Are you the most of anything? In business today, the middle of the road is the road to ruin. Are you getting the best contributions from the most people? Change is not a game best played by loners. Anything but your typical business book, *Practically Radical* is a must-own for small business owners and CEOs, for managers at all levels, and innovators and entrepreneurs of every stripe.

[From Strategy to Implementation](#) Penguin

Back cover: "A licence to play offers a practical handbook on how to create business impact through procurement. It shows the leaders of tomorrow how to stand out from the crowd. Today's world is disruptive and moving at an ever accelerating pace. Therefore, tomorrow's reality needs procurement innovators, allowing companies to stay afloat in this rapidly evolving reality, while avoiding COmpany MAIfunction. This is not a procurement handbook, but a management handbook that takes the procurement vantage point, giving the reader 'a licence to play' in order to create business impact and survive. If you are a 'red monkey', you will need to play an increasingly important role and make the most of every opportunity, learning from the experiences of others, developing new common behavior that will benefit us all. A licence to play offers the stepping stones to get there, through real life examples, mistakes and success stories"

[A Guide for the Modern Corporate Board Director](#) John Wiley & Sons

The supply base represents a wealth of opportunities for any organisation, yet few organisations ever properly realise this. Supplier Relationship Management enables organisations to manage suppliers effectively and provides the means to secure real, tangible and dramatic benefits from the supply base that would not otherwise be realised. Written by Jonathan O'Brien, an award-winning author and leading practitioner with over 25 years' experience in the field, this book is the definitive guide to Supplier Relationship Management. This highly practical, 'how to' guide is a valuable tool for anyone that manages or interfaces with the supply base. The book provides a strategic and structured approach to maximising value from key and strategic suppliers, and gives focus to the direct resources at the suppliers that can make the biggest difference to the organization. It offers a complete, clear and highly operational framework for Supplier Relationship Management and seeks to provide answers to 20 key or 'pathway' questions. Supplier Relationship Management guides readers through the simultaneous orchestra of supply base segmentation, supplier relationship management, and performance management. Jonathan O'Brien offers practical advice on: managing a changing global supply base; managing internal clients in purchasing and processes; determining the right segmentation plan for the supply base; introducing performance management systems; driving supplier improvements; developing strategic collaborative relationships. Supplier Relationship Management is the ideal companion to *Category Management in Purchasing and Negotiation for Purchasing Professionals*. Used together, these books provide a complete and powerful strategic purchasing toolkit.

[The Genesis of Human-to-Human Marketing](#) No Starch Press

In H2H Marketing the authors focus on redefining the role of marketing by reorienting the mindset of decision-makers and integrating the concepts of Design Thinking, Service-Dominant Logic and Digitalization. It's not just technological advances that have made it necessary to revisit the way everybody thinks about marketing; customers and marketers as human decision-makers are changing, too. Therefore, having the right mindset, the right management approach and highly dynamic implementation processes is key to creating innovative and meaningful value propositions for all stakeholders. This book is essential reading for the following groups: Executives who want to bring new meaning to their lives and organizations Managers who need inspirations and evidence for their daily work in order to handle the change management needed in response to the driving forces of technology, society and ecology Professors, trainers and coaches who want to apply the latest marketing principles Students and trainees who want to prepare for the future Customers of any kind who need to distinguish between leading companies Employees of suppliers and partners who want to help their firms stand out. The authors review the status quo of marketing and outline its evolution to the new H2H Marketing. In turn, they demonstrate the new marketing paradigm with the H2H Marketing Model, which incorporates Design Thinking, Service-Dominant Logic and the latest innovations in Digitalization. With the new H2H Mindset, Trust and Brand Management and the evolution of the operative Marketing Mix to the updated, dynamic and iterative H2H Process, they offer a way for marketing to find meaning in a troubled world.

[Procurement Compendium](#) Hachette UK

In the e-world it is the B2B marketplace. And in the B2B marketplace, the hottest thing--and the thing most likely to turn companies a profit--is e-procurement. This book provides the platform for establishing a company's eprocurement strategy and the necessary steps that will follow in implementing that strategy.

[Supplier Relationship Management](#) Springer

Much has been written about Covid-19 victims, how scientists raced to understand and treat the disease, and how governments did (or did not) protect their citizens. Less has been written about the pandemic's impact on the global economy and how companies coped as the competitive environment was upended. In his new book, *The New (Ab)Normal*, MIT Professor Yossi Sheffi maps how the Covid-19 pandemic impacted business, supply chains, and society. He exposes the critical role supply chains play in helping people, governments, and companies to manage the crisis. The book draws on executive interviews, pandemic media coverage, and historical analyses. Sheffi also builds on themes from his books *The Resilient Enterprise* (2005) and *The Power of Resilience* (2015) to enrich the narrative. The author paints a compelling picture of how the Covid-19 virus is changing many facets of human life and what our post-pandemic world might look like. This must-read book helps companies to redefine their business models and adjust to a fast-evolving economic landscape. The stage is set in Part 1 of the book, "What Happened," the author looks at how companies fought to mend the global economic fabric even as the virus ripped more holes in it. Part 2, "Living with Uncertainty," views the crisis through a supply chain risk management lens derived from Yossi Sheffi's previous books. This perspective shows how companies create corporate immune systems to quickly recognize and manage large-scale disruptions. The ongoing pandemic is creating a new normal in life, work, and education—covered in Part 3, "Adjustment Required." Consumer fears about the contagion as well as government mandates require businesses in industries such as retail, hospitality, entertainment, sports, and education to create "safe zones" for workers and customers. Many elements of the book – especially in Part 4, "Supply Chains for the Future" – show how the virus accelerated preexisting trends in technology adoption. China was the epicenter of the pandemic; it also was the first nation to be disrupted and recover. Part 5 of the book, "Of Politics and Pandemics," explains why reports that companies are abandoning China in favor of other offshore manufacturing centers do not reflect reality. Fundamentally, *The New (Ab)Normal* is about businesses trying to create a better future in a time of extreme uncertainty – a point emphasized in Part 6, "The Next Opportunities." The outlook is not necessarily gloomy. The advance of technology is accelerating, a trend that can level the playing field between small and large companies. Nimble small businesses are using a growing array of off-the-shelf cloud computing and mobile apps to deploy sophisticated technologies in their supply chains and customer interfaces. *The New (Ab)Normal* Another new normal is working from home. Remote working enables individuals to live anywhere and companies to recruit talent from anywhere. Education, especially higher education, faces a major disruption (and major opportunity) that is likely to shake the high-cost model of in-person education in favor of online or hybrid education. Regrettably, the book recognizes one trend accentuated by Covid-19--the growing inequality, and anticipates that the new normal will be more stratified.

[Vested Outsourcing, Second Edition](#) New York, C. Scribner

"Watching a talented writer take a risk is one of the pleasures of devoted reading, and *On Such a Full Sea* provides all that and more. . . . With *On Such a Full Sea*, [Chang-rae Lee] has found a new way to explore his old preoccupation: the oft-told tale of the desperate, betraying, lonely human heart."—Andrew Sean Greer, *The New York Times Book Review* "I've never been a fan of grand hyperbolic declarations in book reviews, but faced with *On Such a Full Sea*, I have no choice but to ask: Who is a greater novelist than Chang-rae Lee today?"—Porochista Khakpour, *The Los Angeles Times* From the beloved award-winning author of *Native Speaker*, *The Surrendered*, and *My Year Abroad*, a highly provocative, deeply affecting story of one woman's legendary quest in a shocking, future America. *On Such a Full Sea* takes Chang-rae Lee's elegance of prose, his masterly storytelling, and his long-standing interests in identity, culture, work, and love, and lifts them to a new plane. Stepping from the realistic and historical territories of his previous work, Lee brings us into a world created from scratch. Against a vividly imagined future America, Lee tells a stunning, surprising, and riveting story that will change the way readers think about the world they live in. In a future, long-declining America, society is strictly stratified by class. Long-abandoned urban neighborhoods have been repurposed as highwalled, self-contained labor colonies. And the members of the labor class—descendants of those brought over en masse many years earlier from environmentally ruined provincial China—find purpose and identity in their work to provide pristine produce and fish to the small, elite, satellite charter villages that ring the labor settlement. In this world lives Fan, a female fish-tank diver, who leaves her home in the B-Mor settlement (once known as Baltimore), when the man she loves mysteriously disappears. Fan's journey to find him takes her out of the safety of B-Mor, through the anarchic Open Counties, where crime is rampant with scant governmental oversight, and to a faraway charter village, in a quest that will soon become legend to those she left behind.

[Automate the Boring Stuff with Python, 2nd Edition](#) MIT CTL Media

John Seddon's uncompromising account of Whitehall's effect on our public services.

[H2H Marketing](#) Springer

From small start-ups to major corporations, companies of all sizes have embraced cloud computing for the scalability, reliability, and cost benefits it can provide. It has even been said that cloud computing may have a greater effect on our lives than the PC and dot-com revolutions combined. Filled with comparative charts and decision trees, *Impleme*

[The 4-hour Chef](#) Springer Science & Business Media

Turquoise Eyes started off the groundbreaking new genre developed by FIRMSconsulting that combines compelling narrative while teaching problem solving and critical thinking skills. Set after a bank begins implementing a new retail banking strategy, we follow Teresa García Ramírez de Arroyo, a director general in the Mexican government, who has received some disturbing news. A whistleblower has emailed Teresa with troubling news about a mistake in the loan default calculations and reserve ratios. The numbers do not add up. The book loosely uses the logic and financial analyses in *A Typical McKinsey Engagement*, >270 videos: <https://www.strategytraining.com/market-entry-strategy-program> Our business books are different. Most people learn business because they are forced to, for their careers or to earn a larger salary. Most business books are, consequently, boring and dense. They have little incentive to be interesting because they have a captive market. Many avoid a business career because the books are presented as a hurdle to be overcome. We wondered what would happen if we made business books interesting, so people chose to read them? Would we draw more people into business? Would we generate more enthusiasm and excitement for business at a younger age? This book teaches advanced business concepts through a compelling storyline. This new genre of our books is written not only for people already interested in business but also for people who may not realize they have an interest or talent for business. Clients always request gift ideas for their children, spouses,

friends, and families to get them interested in business and critical thinking. In part, this is our response to those requests. We want you to learn advanced critical thinking without realizing you are learning. We hope you will enjoy it, too. We believe the more people who find business interesting and choose to learn business, the better it is for everyone. Businesses will have a larger pool of employees from whom to select and more of the right people will be choosing the discipline to improve humanity versus simply to make more money. Imagine the advantage your children will have if they learned critical thinking in high school, or even before high school? Imagine if you had that advantage? Imagine if you had learned strategy alongside science and math in high school? The possibilities would be endless. It all starts with the right books. And it's never too late to start. If learning is engaging, it will stop being a chore. RESERVE YOUR SPOT FOR FREE EPISODES FROM EX-MCK ET AL. PARTNERS AT FIRMSCONSULTING.COM/PROMO FREE EPISODE FROM THIS BOOKS COMPANION COURSE AT FIRMSCONSULTING.COM/SAAMC

Pushing the Value Envelope in a New Age Wiley

How to achieve procurement excellence today and evolve to be ready for tomorrow Procurement entrepreneurship pays. High-performing procurement teams can deliver huge value to their companies—regardless of industry. The best companies are advancing talent-management strategies into the heart of their procurement organizations with huge success. In addition to an estimated \$84 billion in yearly cost savings, companies who give procurement leaders prominence deliver superior returns from their operations as well as lower their costs of goods sold. This book, written by a group of purchasing and supply management practice experts, shares the hard-earned insights of more than ten years of dedicated procurement research conducted with leading academic institutions and practical experience with marquee clients in the field of procurement. It is also a natural successor to the many articles McKinsey & Company has published on the topic. This reliable resource skillfully explains and codifies the best practices that leading companies have pioneered in procurement as well as frames how procurement must evolve to grapple with new global, social, and economic issues affecting business over the next decade. Details the four key dimensions of procurement excellence Showcases the five megatrends that will change the way business is done in the next decade Provides strategies that business leaders can adopt in the face of these megatrends, together with practical advice about next steps and case examples The road ahead will require you to redefine your vision for procurement and implement the required changes. Procurement 20/20 will show you how.

Stay Woke Triarchy Press

In these essays the author draws on ideas in art history, literature, philosophy and the study of visual culture to subvert the traditional 'positivist' model of cartography and replace it with one grounded in an iconological and semiotic theory of the nature of maps.

Smarter Together Harvard Business Press

In her classic book *Vested Outsourcing*, Kate Vitasek identified the top 10 flaws in most outsourced business models and shows organizations how to rethink their outsourcing relationships in a way that will lower costs, improve service, and increase innovation. This revised edition includes updated case studies and a new chapter based on Dell.

The Lean Six Sigma Framework and Systematic Methodology for Implementation Lioncrest Publishing

In Mavis's dystopian world, starvation, sacrifice and poverty haunt a country trying to recover from The Great Patriotic War. Protected by a peacekeeping force, the nation struggles to coax profits out of a sprawling industrial complex to pay wartime reparations. In this world, the future of every citizen is decided on their sixteenth birthday during a single exam, The Selection. They either join Defense, Productivity or Leadership. Mavis is assigned to a chemical plant to solve a productivity paradox and struggles with her colleagues as they race to meet the reparations deadline. Thrown

into her new role, with little support, Mavis assembles a team and tries to understand why productivity is dropping. Mavis must figure out who her friends are, and how does Truman, a soldier who seems interested in her, fit into her life. Yet Mavis is burdened by having to leave her ill little sister behind. As Mavis investigates the problem, she discovers a conspiracy that threatens the nation just as unexplained sightings spike in the surrounding forest. This young adult (YA) dystopian novel combines the teaching of science, critical thinking and problem-solving skills with wrenching decisions, betrayal, heartbreak, love and the bond between two sisters that will change the future of mankind. Q&A with Author Kris Safarova Q: Why did you write this book? Safarova: I write what I know and what I wish people had written for me when I was starting out in life. The way strategy consultants solve problems is very different. Yet, this skill is not widely taught. Imagine if we taught these skills to everyone and at an earlier age? I know more people will find these topics interesting and learn these skills if I could find a way to weave them into an engaging story. Q: What do you hope the books achieve? Safarova: I want to get more people interested in business and teach them to solve problems in a better way. Readers who don't have an interest in critical thinking, problem solving, and business may realize they learned a lot, and also enjoyed the journey. And readers who are intentionally building these skills will find this series helped them become better at solving problems. Q: What inspired the story? Safarova: I lived in the former USSR and I adapted events from my own life. When I was 3 my parents were evicted on a less than 12 hours notice, in the middle of Russian winter. I remember lifting my legs high enough to make each step because the snow was so deep that night, as we tried to find a place to stay. That is the first memory I have of physically suffering. Mavis's cappuccino scene is based on my own experience. I was 21 when I first tasted cappuccino and I was blown away by how tasty it was. At the time I barely had money to pay rent, so I was skipping lunch and dinner on most days. Leaving my 12-year old sister in Russia was one of the hardest things I ever had to do. Yet, it was the right thing because I am now fortunately able to help my family. My little sister and I now work together and I could not be prouder of her. The bond between Mavis and Corolla is autobiographical. Q: Was the strong female characters and themes of class segregation and climate change intentional? Safarova: I wrote what I knew, and it was easier to channel my emotions and ideas through the eyes of a sixteen-year-old girl because I had been one. Strip away the dystopian elements and everything in the story is happening today. Q: What's next for Mavis? Safarova: The story of Mavis and her sister, Corolla, will continue. I am working on a prequel to explain the events that led to The Great Patriotic War. Societies change slowly and we reach a tipping point. I want to explore that while retaining the books' focus on teaching critical thinking and problem-solving skills in an entertaining way.

Transforming Business as Usual Houghton Mifflin Harcourt

Get proven guidance to build a market-driven supply chain management system Supply chain management processes have gradually shifted from a supply-driven focus to a demand-driven one in order to better synchronize demand and supply signals. Bricks Matter shows you how you can identify market risks and opportunities and translate these into winning tactics. Business cases highlight how business leaders are winning through market-driven approaches. Helps you understand how to apply the emerging world of predictive analytics for the better management of value networks Includes business cases illustrating the market-driven approach Reveals how businesses can identify market risks and translate these into supply-side tactics As companies transition from demand-driven to market-driven approach, the focus in organizations shifts from one of vertical excellence to building strong market-to-market horizontal processes. Improve revenue by increasing market share, improve profit margins, and maintain high levels of customer service with the indispensable guidance found in Bricks Matter.

Supply Chain Network Design Firmsconsulting LLC

Value as a Service Embracing the Coming Disruption Greenleaf Book Group

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