

ROUTLEDGE REVIVALS

Employment Policies in Developing Countries

A Comparative Analysis

J. Mouly and E. Costa



Employment Policy In Developing Countries

Peter Nijkamp, Edwin S. Mills



Employment Policy In Developing Countries:

Employment Policy in Developing Countries Lyn Squire, World Bank, 1981 Provides a relatively nontechnical survey of employment related issues and problems in less developed countries **Employment Policies in Developing Countries** J. Mouly, E. Costa, 2022-08-30 First published in 1974 Employment Policies in Developing Countries is an attempt to take stock of experience that has been acquired in a number of developing countries in matters relating to employment promotion It begins with a discussion of the nature of the employment objective its role in the development process and with some attempt to quantify the dimensions of the problem In Part Two employment promotion measures are examined in relation to each of the major economic sectors while Part Three is concerned with vocational training migration and demographic policies Finally some suggestions are made as to how developing countries might define employment goals and formulate programmes for their attainment This book is a must read for scholars and researchers of economics labour economics and public policy **Rural Wage Employment in Developing Countries** Carlos Oya, Nicola Pontara, 2015-05-22 There is a

striking scarcity of work conducted on rural labour markets in the developing world particularly in Africa This book aims to fill this gap by bringing together a group of contributors who boast substantial field experience researching rural wage employment in various developing countries It provides critical perspectives on mainstream approaches to rural agrarian development and analysis of agrarian change and rural transformations from a long term perspective This book challenges the notion that rural areas in low and middle income countries are dominated by self employment It purports that this conventional view is largely due to the application of conceptual frameworks and statistical conventions that are ill equipped to capture labour market participation The contributions in this book offer a variety of methodological lessons for the study of rural labour markets focusing in particular on the use of mixed methods in micro level field research and more emphasis on capturing occupation multiplicity The emphasis on context history and specific configurations of power relations affecting rural labour market outcomes are key and reoccurring features of this book This analysis will help readers think about policy options to improve the quantity and quality of rural wage employment their impact on the poorest rural people and their political feasibility in each context **Full and Productive Employment in Developing Economies** Rizwanul

Islam, 2019-07-30 The United Nations Sustainable Development Goals include a specific target for full and productive employment However what constitutes full employment in developing countries is not yet clearly understood And likewise there is no clear direction for developing strategies and policies to address this challenge Drawing on the author's deep knowledge of employment and inclusive development this book presents a broad framework which could enable us to pursue the challenging goal of full productive employment in developing countries It revisits the conceptual foundations of full employment and carefully examines the issue of suitable indicators for monitoring progress It also examines the challenges created by globalized production chains and labour market fluctuations caused by economic crises This book throws light on

a major lacuna in development thinking on how the challenge of creating productive employment for all in developing countries needs to be addressed It provides a solution by re examining relevant theories and empirical evidence and by bringing out their implications for development strategies and policies Finally the focus falls on the effective implementation of employment strategies and policies This authoritative work will appeal to a diverse readership of academic researchers think tanks international organizations and development partners *Employment Policy in Emerging Economies* Elizabeth Hill,Amitendu Palit,2017-08-10 Employment is a critical part of the macro economy and a key driver of economic development India s employment policy over the past three decades provides an important case study for understanding how government attitudes to the labour market contribute to an emerging economy s growth and development This study contains important insights on the policy challenges faced by one of the world s most populous labour abundant economies in securing employment in a context of structural change The book considers India s approach to employment policy from a national and global perspective and whether policy settings promote employment intensive growth Chapters in the first half of the volume evaluate India s approach to employment policy within the national and international context This includes the ILO Decent Work program the national agenda for inclusive growth and national regulatory frameworks for labour and education Chapters in the second half of the volume focus on how employment policy works in practice and its impact on manufacturing workers the self employed women and rural workers These chapters draw attention to the contradictions within the current policy regime and the need for new approaches *Employment Policy in Emerging Economies* will interest scholars policy makers and students of the Indian economy and South Asia more generally It will support undergraduate and postgraduate academic teaching in courses on economic development global political economy the Indian economy and global labour **Manpower: Policies for Meeting Employment Needs in Developing Countries** ,1973

Employment in Developing Nations Edgar O. Edwards,Ford Foundation,1974 Monograph of papers on employment problems in developing countries discusses the issues involved in employment policy formulation choice of technology technology transfer rural development etc examines sectoral considerations such as the role of employment opportunity creating public works programmes the role of the public sector as employer the effects of foreign investment etc and includes some country experiences Diagrams graphs references and statistical tables **Employment and Inclusive**

Development Rizwanul Islam,Iyanatul Islam,2015-02-11 Issues relating to employment and labour have once again come to the fore of global policy debates in the wake of the widespread unemployment that has accompanied the current financial crisis In the developing world there is a growing realization that productive employment promotion and social protection have to be at the core of inclusive growth and development This book supports the view that employment is a cross cutting issue shaped by macroeconomic and microeconomic policy interventions and provides a capacious framework to analyse the complexity of this global debate It covers a wide range of issues that have received insufficient attention in the discourse of

development and labour economics These include the impact of macroeconomic policies on employment labour rights the development of human capabilities and employability youth employment the benefits and costs of labour market flexibility and the importance of social protection for all This important book aims at filling this gap by revisiting old debates and reconnecting them to the contemporary context combining analyses with relevant empirical evidence It will appeal to a diverse readership of academic institutions and think tanks international organizations bilateral donors working on development issues and policy makers in developing countries *Handbook of Regional and Peter Nijkamp, Edwin S. Mills, 1986* This second volume of the Handbook presents professional surveys of all the important topics in urban economics The first section contains 6 surveys on locational analysis the second 5 surveys of specific urban markets and the third part presents 5 surveys of government policy issues The book brings together exhaustive research by distinguished scholars from many countries It is the only complete survey volume of urban economics and should serve as a reference volume to scholars and graduate students for many years For more information on the Handbooks in Economics series please see our home page on <http://www.elsevier.nl/locate/hes> Employment Policy in the Second Development Decade International Labour Office, 1973 Growth Pole Strategy and Regional Development Policy Fu-Chen Lo, Kamal Salih, 2013-10-22 Growth Pole Strategy and Regional Development Policy Asian Experience and Alternative Approaches focuses on theoretical and practical issues in regional policy including analytical and strategic approaches to regional development and underdevelopment problems The selection first offers information on Asian case studies in decentralization policy and the growth pole approach including trends in development planning in Japan and the case study of the Mizushima industrial complex Topics include the period of post war reconstruction plan formulation and implementation of Mizushima industrial complex development and interregional dispersion of development of national economy The text also examines the case study of the Ulsan industrial complex in Korea The book looks at decentralization policy growth pole approach and resource frontier development as well as regional structure and uneven economic development in Southeast Asia policy responses toward regional development in Southeast Asia and growth pole approach in Southeast Asia The text also focuses on growth strategies and human settlement in developing countries and growth poles and regional policy in open dualistic economies The selection is a vital reference for readers interested in the theoretical and practical approaches in regional development policy **Principles of Cost-Benefit Analysis for Developing Countries** Caroline L. Dinwiddie, Francis J. Teal, 1996-01-26 The book presents the theory of cost benefit analysis and applies this theory to contemporary problems of development economics It is distinctive in that it combines an introduction to welfare economics and project appraisal with a discussion of current issues in development economics such as structural adjustment policies commodity stabilization programs and environmental issues The book assumes a basic economic understanding and should be a useful text and also of interest to public policy administrators New Directions in the World Economy Bela Balassa, 1989-06-18 An attempt to assist policy makers in

developing countries to cope with the challenges they face during the rest of the century and beyond For this purpose it provides information on the experience of developing developed and socialist countries Employment and Development Gary S. Fields, 2018-11-30 Employment and Development brings together the contributions of 2014 IZA Prize in Labor Economics award winner Gary S Fields to address global employment and poverty problems Most of the poor in developing countries live in households in which people work but still they are poor because the best available work pays so little Employment and Development How Work Can Lead From and Into Poverty questions how economic growth affects standards of living how labor markets work in developing countries and how different labor market policies affect well being Through a collection of essays this book tackles major questions in development and labor economics Who benefits from economic growth and who is hurt by economic decline Why are distributional factors and labor market conditions improving in some countries but not in others How do developing countries labor markets work How would labor market conditions change if different policies were to be put into effect What are the welfare consequences of these changes Through distributional analysis Fields examines inequality poverty income mobility and economic well being and through analysis of changing labor market conditions he examines employment and unemployment employment composition and labor earnings By concentrating on the poor and understanding how the labor markets work for them and how their labor market earnings might be raised in response to different policy interventions Fields addresses questions of first order importance for human well being **Acquisition of Technological Capability in Small Firms in Developing Countries** H. Romijn, 1998-11-18 An authoritative examination of how small firms in developing countries acquire technological capability the knowledge and skills required to operate technology effectively and to adapt it to local conditions It fills a gap in the established literature on technological capability which has neglected the small scale sector in spite of the important role it plays in employment generation The author develops a methodology for a quantitative assessment of the learning process using case material from the small scale capital goods sector in Pakistan s Punjab Province **Employment Policies for Social Justice and a Fair Globalization** , 2010 Addresses the contribution that employment policies as part of an integrated decent work approach can make to social justice for a fair globalization Government Pay and Employment Policies and Government Performance in Developing Economies David L. Lindauer, 1988 Excessive spending on public employment has contributed significantly to fiscal crises in many developing nations Less visible but also important for development is the impact of pay and employment policies on government performance **Consequences Of Rapid Population Growth In Developing Countries** Institut National d'etudes Demographiques, 1991-06-01 First Published in 1991 This book holds the proceedings of the United Nations Institut national d etudes demographiques Expert Group Meeting New York held on the 23 26 August 1988 Topics include the global trends in population growth adaptation to rapid population growth aspects and normative problems **Local Economic and Employment Development (LEED) Job-rich Growth in Asia Strategies for Local**

Employment, Skills Development and Social Protection OECD, International Labour Organization, 2011-04-14 A joint OECD ILO initiative this book analyses local approaches in Asia to modernise labour markets and skills strategies and shows how local recovery is taking place through a combination of policy measures on employment creation skills development and social protection

A Select Bibliography On Economic Development John P. Powelson, 2019-05-20 This bibliography of more than 2 000 titles contains both books and journal articles primarily those published since 1970 Most of the entries are annotated The material is classified according to forty eight categories and there is also a list of relevant titles for each major country in Africa Asia and Latin America

Reviewing **Employment Policy In Developing Countries**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is really astonishing. Within the pages of "**Employment Policy In Developing Countries**," an enthralling opus penned by a very acclaimed wordsmith, readers attempt an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

http://industrialmatting.com/data/uploaded-files/HomePages/First_Legal_Answer_For_Fund_raisers.pdf

Table of Contents Employment Policy In Developing Countries

1. Understanding the eBook Employment Policy In Developing Countries
 - The Rise of Digital Reading Employment Policy In Developing Countries
 - Advantages of eBooks Over Traditional Books
2. Identifying Employment Policy In Developing Countries
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Employment Policy In Developing Countries
 - User-Friendly Interface
4. Exploring eBook Recommendations from Employment Policy In Developing Countries
 - Personalized Recommendations
 - Employment Policy In Developing Countries User Reviews and Ratings
 - Employment Policy In Developing Countries and Bestseller Lists

5. Accessing Employment Policy In Developing Countries Free and Paid eBooks
 - Employment Policy In Developing Countries Public Domain eBooks
 - Employment Policy In Developing Countries eBook Subscription Services
 - Employment Policy In Developing Countries Budget-Friendly Options
6. Navigating Employment Policy In Developing Countries eBook Formats
 - ePub, PDF, MOBI, and More
 - Employment Policy In Developing Countries Compatibility with Devices
 - Employment Policy In Developing Countries Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Employment Policy In Developing Countries
 - Highlighting and Note-Taking Employment Policy In Developing Countries
 - Interactive Elements Employment Policy In Developing Countries
8. Staying Engaged with Employment Policy In Developing Countries
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Employment Policy In Developing Countries
9. Balancing eBooks and Physical Books Employment Policy In Developing Countries
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Employment Policy In Developing Countries
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Employment Policy In Developing Countries
 - Setting Reading Goals Employment Policy In Developing Countries
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Employment Policy In Developing Countries
 - Fact-Checking eBook Content of Employment Policy In Developing Countries
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

Employment Policy In Developing Countries Introduction

Employment Policy In Developing Countries Offers over 60,000 free eBooks, including many classics that are in the public domain. Open Library: Provides access to over 1 million free eBooks, including classic literature and contemporary works. Employment Policy In Developing Countries Offers a vast collection of books, some of which are available for free as PDF downloads, particularly older books in the public domain. Employment Policy In Developing Countries : This website hosts a vast collection of scientific articles, books, and textbooks. While it operates in a legal gray area due to copyright issues, its a popular resource for finding various publications. Internet Archive for Employment Policy In Developing Countries : Has an extensive collection of digital content, including books, articles, videos, and more. It has a massive library of free downloadable books. Free-eBooks Employment Policy In Developing Countries Offers a diverse range of free eBooks across various genres. Employment Policy In Developing Countries Focuses mainly on educational books, textbooks, and business books. It offers free PDF downloads for educational purposes. Employment Policy In Developing Countries Provides a large selection of free eBooks in different genres, which are available for download in various formats, including PDF. Finding specific Employment Policy In Developing Countries, especially related to Employment Policy In Developing Countries, might be challenging as theyre often artistic creations rather than practical blueprints. However, you can explore the following steps to search for or create your own Online Searches: Look for websites, forums, or blogs dedicated to Employment Policy In Developing Countries, Sometimes enthusiasts share their designs or concepts in PDF format. Books and Magazines Some Employment Policy In Developing Countries books or magazines might include. Look for these in online stores or libraries. Remember that while Employment Policy In Developing Countries, sharing copyrighted material without permission is not legal. Always ensure youre either creating your own or obtaining them from legitimate sources that allow sharing and downloading. Library Check if your local library offers eBook lending services. Many libraries have digital catalogs where you can borrow Employment Policy In Developing Countries eBooks for free, including popular titles. Online Retailers: Websites like Amazon, Google Books, or Apple Books often sell eBooks. Sometimes, authors or publishers offer promotions or free periods for certain books. Authors Website Occasionally, authors provide excerpts or short stories for free on their websites. While this might not be the Employment Policy In Developing Countries full book , it can give you a taste of the authors

writing style. Subscription Services Platforms like Kindle Unlimited or Scribd offer subscription-based access to a wide range of Employment Policy In Developing Countries eBooks, including some popular titles.

FAQs About Employment Policy In Developing Countries Books

What is a Employment Policy In Developing Countries PDF? A PDF (Portable Document Format) is a file format developed by Adobe that preserves the layout and formatting of a document, regardless of the software, hardware, or operating system used to view or print it. **How do I create a Employment Policy In Developing Countries PDF?** There are several ways to create a PDF: Use software like Adobe Acrobat, Microsoft Word, or Google Docs, which often have built-in PDF creation tools. Print to PDF: Many applications and operating systems have a "Print to PDF" option that allows you to save a document as a PDF file instead of printing it on paper. Online converters: There are various online tools that can convert different file types to PDF. **How do I edit a Employment Policy In Developing Countries PDF?** Editing a PDF can be done with software like Adobe Acrobat, which allows direct editing of text, images, and other elements within the PDF. Some free tools, like PDFescape or Smallpdf, also offer basic editing capabilities. **How do I convert a Employment Policy In Developing Countries PDF to another file format?** There are multiple ways to convert a PDF to another format: Use online converters like Smallpdf, Zamzar, or Adobe Acrobats export feature to convert PDFs to formats like Word, Excel, JPEG, etc. Software like Adobe Acrobat, Microsoft Word, or other PDF editors may have options to export or save PDFs in different formats. **How do I password-protect a Employment Policy In Developing Countries PDF?** Most PDF editing software allows you to add password protection. In Adobe Acrobat, for instance, you can go to "File" -> "Properties" -> "Security" to set a password to restrict access or editing capabilities. Are there any free alternatives to Adobe Acrobat for working with PDFs? Yes, there are many free alternatives for working with PDFs, such as: LibreOffice: Offers PDF editing features. PDFsam: Allows splitting, merging, and editing PDFs. Foxit Reader: Provides basic PDF viewing and editing capabilities. **How do I compress a PDF file?** You can use online tools like Smallpdf, ILovePDF, or desktop software like Adobe Acrobat to compress PDF files without significant quality loss. Compression reduces the file size, making it easier to share and download. **Can I fill out forms in a PDF file?** Yes, most PDF viewers/editors like Adobe Acrobat, Preview (on Mac), or various online tools allow you to fill out forms in PDF files by selecting text fields and entering information. Are there any restrictions when working with PDFs? Some PDFs might have restrictions set by their creator, such as password protection, editing restrictions, or print restrictions. Breaking these restrictions might require specific software or tools, which may or may not be legal depending on the circumstances and local laws.

Find Employment Policy In Developing Countries :

first legal answer for fund-raisers

first alphabet and word

first cert star companion

first group psychotherapy

first love and other stories

first steps in card play

first and last things

first look at dos 6.0

first voyages

fish for life

first kill all the lawyers

first course in digital electronics lab manual for with software pb 1999

first steps to literacy library programs for parents teachers and caregivers

first church of christ science miscell

first spaceship on venus 1998 maetzig kurt tani yoko lukes

Employment Policy In Developing Countries :

The Basics 13th edition by Rebecca Donatelle ISBN-13 ... I need this book for my last class to graduate but reeeaaalllyy dont want to have to pay for it. Upvote 20. Downvote 79 comments Access to health 13th edition rebecca j donatelle free ebooks ... edition rebecca j donatelle free ebooks about access to health 13th edition rebecca j dona ... Brief Edition Studyguide for Access to Health by Donatelle, ... Access to Health (13th Edition) by Donatelle, Rebecca J. The Thirteenth Edition adds new features highlighting health topics centering around money and technology issues. Additionally, the book references one Video ... Access to Health, Books a la Carte Edition (13th Edition) Access To Health (14th Edition). Rebecca J. Donatelle. 4.3 out of 5 stars 110. Paperback. 15 offers from \$5.15. Explore more ... Access to Health (13th Edition) - Donatelle, Rebecca J. Access to Health (13th Edition) by Donatelle, Rebecca J. - ISBN 10: 0321832027 - ISBN 13: 9780321832023 - Benjamin Cummings - 2013 - Softcover. Access to Health by Patricia Ketcham and Rebecca J. ... The Thirteenth Edition of "Access to Health " makes personal health engaging for students to learn and easier for instructors to teach by focusing on the most ... Rebecca J. Donatelle | Get Textbooks (13th Edition) by Rebecca J. Donatelle, Patricia Ketcham Paperback, 768 Pages ...

Access to Health, Green Edition(11th Edition) by Rebecca J. Donatelle ... Mastering Health with Pearson eText for Health: The Basics Health: The Basics, 13th edition. Published by Pearson (September 15, 2020) © 2019. Rebecca J Donatelle Emeritus, Oregon State University. Best Value. eTextbook. Access to Health by Donatelle, Rebecca J. [Benjamin ... Access to Health by Donatelle, Rebecca J. [Benjamin Cummings,2013] (Paperback) 13th edition [Paperback]. Donatelle. 0.00. 0 ratings0 reviews. Want to read. Health : the basics Health : the basics ; Author: Rebecca J. Donatelle (Author) ; Edition: 13th edition View all formats and editions ; Publisher: Pearson, NY NY, 2019. Repair manuals - Mercedes Benz W638 w638-change-rear-brake-discs.pdf, w638-benz-obdii-dtc.pdf, w638-mercedes-vito.pdf, w638-electric-wiring-diagram-part1.pdf, w638-reparatur-anleitung-vito.pdf ... Mercedes Benz W638 The Viano is available in both rear- and four-wheel-drive configurations and comes in three lengths, two wheelbases and a choice of four petrol and diesel ... Mercedes-Benz Vito 108 CDI generation W638, Manual, 5- ... Specifications for Mercedes-Benz Vito 108 CDI generation W638, Manual, 5-speed 82ps, · Engine & Performance · Dimensions & Weight · Exterior · Interior. Mercedes Vito W638 Manual Pdf Mercedes Vito W638 Manual. Pdf. INTRODUCTION Mercedes Vito W638. Manual Pdf [PDF] Repair Manuals & Literature for Mercedes-Benz Vito Get the best deals on Repair Manuals & Literature for Mercedes-Benz Vito when you shop the largest online selection at eBay.com. Free shipping on many items ... MERCEDES-BENZ Vito Van (W638): repair guide MERCEDES-BENZ Vito Van (W638) maintenance and PDF repair manuals with illustrations. VITO Box (638) 108 CDI 2.2 (638.094) workshop manual online. How to ... Mercedes vito 638 user manual Sep 24, 2015 — Aug 24, 2016 - Mercedes Vito W638 Manual - Pdfsdocuments.com Mercedes Vito W638 Manual.pdf ... Universal emulator UNIEMU user manual 1. Mercedes Vito 638 Owners Manual Mercedes Vito Workshop Manual Pdf - Synthetic Lawn Perth WA rom psx digimon world 3 FREE MERCEDES VITO MANUAL. mercedes c180 repair manual Vito W638 Manual ... Mercedes Vito W638 Manual Pdf Mercedes Vito W638 Manual Pdf. INTRODUCTION Mercedes Vito W638 Manual Pdf (Download Only) English Mercedes vito 1995-2002 Repair manual Apr 9, 2012 — Description:Mercedes Vito 1995-2002 - manual repair, maintenance and operation of the vehicle. The guide provides detailed specifications of all ... Repair manuals and video tutorials on PEUGEOT 607 Step-by-step DIY PEUGEOT 607 repair and maintenance · PEUGEOT 607 tips and tricks video tutorials · PEUGEOT 607 PDF service and repair manuals with illustrations. Peugeot | PDF | Car Manufacturers | Automotive Industry 306 XTDT 7AD8A2 XUD9TE D8A 1905 Injection Manual XUD9TE LUCAS BE3 5 Speed ... ThermoTop V Service Manual. Ecu318se. Pcmtuner Detail Car Ecu List. Peugeot 205 (1983-1997) 954/1124/1360/1580/1905cc ... Peugeot 205 (1983-1997) 954/1124/1360/1580/1905cc manual repair Haynes · KFZ-VERLAG (27556) · 99.9% positive feedback ... Peugeot 309 Car Service & Repair Manuals for sale Buy Peugeot 309 Car Service & Repair Manuals and get the best deals at the lowest prices on eBay! Great Savings & Free Delivery / Collection on many items. Peugeot 607 Manuals Manuals and User Guides for PEUGEOT 607. We have 1 PEUGEOT 607 manual available for free PDF download: Manual. PEUGEOT 607 Manual (159 pages). Peugeot 607

(2.0,2.2,3.0) repair manual download May 14, 2019 — Reference and informational edition repair Manual Peugeot 607, and device maintenance manual and operation of the Peugeot 607 with the 1999 ... Peugeot 607 Workshop Repair Manual Download Peugeot 607 Workshop Manual Covers all models from years 1999 to 2011. The same Peugeot 607 Repair Manual as used by Peugeot garages. Peugeot 607 Workshop Service & Repair Manual 1999-2010 Every single element of service, repair and maintenance is included in this fully updated workshop manual. From basic service and repair procedures to a full ... Maxpeedingrods-Performance Auto Parts, Tuning car parts ... Buy performance aftermarket auto parts, Tuning car parts and Engine Accessories online with competitive price, best quality and excellent customer service ...