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Acronyms and Symbols

\$	US Dollar
%	Percentage
€	Euro
AV	Average value
BRIC	Brazil, Russia, India, China
CAB	Civil Aeronautics Board
CEO	Chief executive officer
CRM	Customer relationship management
CRS	Computerized reservation system
DF	Degree of freedom
DINAMO	Dynamic Inventory Allocation and Maintenance Optimizer
DM	Demand management
e.g.	Example given
ERP	Enterprise resource planning
GDS	Global distribution system
GE	General Electric
GNP	Gross national product
H	Hypothesis
IT	Information technology
MTO	Make-to-order
MTS	Make-to-stock
OR	Operations research
P	Probability
p	Significance level
PI	Process industry
POS	Point-of-sale
RM	Revenue management
RMS	Revenue management system
ROS	Return on sales

SCM	Supply chain management
SKU	Stock keeping unit
t	Observed t value
VP	Vice president
WTP	Willingness to pay
X^2	Observed chi-square value
YM	Yield management