

Strategic Operations Management

OPERATIONS,STRATEGY,AND TECHNOLOGY: PURSUING THE COMPETITIVE EDGE
Operations Management Sustainable Operations Management Service
Operations Management Strategic Supply Chain Management Strategic Operations
Management Operations Management in Healthcare Operations Management in
Context Service Operations Management Global Operations Strategy Strategic
Operations Management Operations Management Operations Management: Policy,
Practice and Performance Improvement Production & Operations Management :
Strategic & Tactical Decisions Operations and Process Management Operations
Management Strategic Operations Management Operations Management Strategic
Operations Management Operations Management Perspectives in Operations
Management Focused Operations Management Operations Management Mastering
Project Management Strategy and Processes Health Care Operations and Supply
Chain Management Operations and Supply Chain Management for the 21st
Century Essential Guide to Operations Management Operations Strategy Strategic
Operations Management Strategic Operations Management Exam Prep for: Strategic
Operations Management Exam Prep Flash Cards for Strategic Operations
Management Essentials of Operations Management Operations Strategy Operations
Strategy Handbook of Hospitality Strategic Management Operations and Process
Management Project Strategy and Strategic Portfolio Management Operations
Management for Business Excellence Global Supply Chain and Operations
Management

OPERATIONS,STRATEGY,AND TECHNOLOGY: PURSUING THE COMPETITIVE EDGE

"This resource provides students with a thorough foundation in operations management, supply chain management, and the strategic implementation of programs, techniques, and tools for reducing costs and improving quality in health care organizations. It incorporates the features and functions of Microsoft Excel where appropriate in its coverage of supply chain strategy, process design and analysis of health care operations, managing health care operations quality, and planning and controlling health care operations. The book illustrates leading edge concepts and techniques such as six-sigma and lean logistics, and shows how operations and process improvement relate to contemporary health care trends such as evidence-based medicine and pay-for-performance"--

Operations Management

Sustainable Operations Management

While many business schools are teaching Global Operations Strategy with self-made teaching materials, there are no such textbooks. Combining practical approaches with detailed theoretical underpinnings, this book provides theories, tools, frameworks, and techniques for global operations strategy, and brings real world perspectives to students and managers. Each chapter includes definition of key terms, introduction of fundamental theories, several short case examples, one

long new case to explain the associated theories, and recommended further reading.

Service Operations Management

Operations Management in Context provides students with excellent grounding in the theory and practice of operations management and its role within organizations. Structured in a clear and logical manner, it gradually leads newcomers to this subject through each topic area, highlighting key issues, and using practical case study material and examples to contextualize learning. Each chapter is structured logically and concludes with summary material to aid revision. Exercises and self-assessment questions are included to reinforce learning and maintain variety, with answers included at the end of the text.

Strategic Supply Chain Management

All businesses strive for excellence in today's technology-based environment in which customers want solutions at the touch of a button. This highly regarded textbook provides in-depth coverage of the principles of operations and supply chain management and explains how to design, implement, and maintain processes for sustainable competitive advantage. This text offers a unique combination of theory and practice with a strategic, results-driven approach. Now in its fourth edition, Operations Management for Business Excellence has been updated to reflect major advances and future trends in supply chain management. A new chapter on advanced supply chain concepts covers novel logistics technology, information systems, customer proximity, sustainability, and the use of multiple sales channels. As a platform for discussion, the exploration of future trends includes self-driving vehicles, automation and robotics, and omnichannel retailing. Features include: A host of international case studies and examples to demonstrate how theory translates to practice, including Airbus, Hewlett Packard, Puma, and Toyota. A consistent structure to aid learning and retention: Each chapter begins with a detailed set of learning objectives and finishes with a chapter summary, a set of discussion questions and a list of key terms. Fully comprehensive with an emphasis on the practical, this textbook should be core reading for advanced undergraduate and postgraduate students of operations management and supply chain management. It would also appeal to executives who desire an understanding of how to achieve and maintain 'excellence' in business. Online resources include lecture slides, a glossary, test questions, downloadable figures, and a bonus chapter on project management.

Strategic Operations Management

This indispensable text offers students a high quality treatment of strategic operations management. It provides the reader with a clear understanding of the importance and nature of operations strategy by determining exactly which management activities, core competencies, resources and technologies underpin an operational strategy. The book demonstrates how various operational elements and components can be combined and customised into unique operational strategies. When these strategies are correctly implemented, they provide

sustainable competitive advantage and allow firms to provide a diverse range of services and goods in their increasingly demanding, complex and dynamic marketplaces and spaces. Includes chapters covering customising operational strategies for retail, manufacturing, services and SMEs, and sections on eBusiness and complexity theory in relation to operations theory. Features include: *extended case-studies including several from Europe and the USA *case vignettes *learning objectives *key terms *chapter introduction and 'maps' to aid reader accessibility *'time out' boxes to prompt the reader to reflect on what has been learnt *'critical reflection' boxes that analyse theories and models.

Operations Management in Healthcare

"Essentials of Operations Management" has been designed for those who want an inexpensive text that will provide only the essential information related to operations. Written by an author with many years of teaching experience at both the undergraduate and MBA level, "Essentials of Operations Management" takes a global approach and places emphasis on strategy and forecasting.

Operations Management in Context

This engaging and accessible textbook explores the challenges and complexities of managing operations in a service industry setting. Comprehensive in scope, this textbook considers key concepts from strategy and operations management from a global services perspective and integrates traditional theory with cutting-edge contemporary examples. Taking a student-centred approach, it gives the reader a solid understanding of the key issues faced by contemporary service organisations, from managing and reviewing risk to managing supplier relationships. Rich pedagogy, integrated online resources and relevant international case studies develop strategic thinking skills and equip students with the essential tools and techniques needed to plan, design, manage and control operations in diverse service industry contexts. This is an ideal textbook for students of service operations management at undergraduate, postgraduate and MBA level.

Service Operations Management

For the introductory Operations Management course, at both the undergraduate and graduate level. This classic text blends the latest in strategic issues with proven analytic techniques. This text has always offered a wealth of interesting examples to engage students and bring Operations Management to life. This sixth addition adds an increased emphasis on processes, to provide linkage between operational issues, as well as new problem-solving software and a website with innovative internet resources.

Global Operations Strategy

Strategic Operations Management

The supply chain is at the heart of every successful business organization's

decision-making process. This textbook explains how to create a winning supply chain management strategy by spotlighting how senior executives in European and US companies have turned their supply chains into strategic weapons designed to convert threats, risks and outside pressures into competitive advantages. Strategic Supply Chain Management contains twenty real-world cases, all of which have been field researched by a top author team and tested out in the classroom. Each case adopts an executive leadership perspective to illuminate the real dilemmas faced by managers. The authors draw on their extensive classroom and industry experience to ensure that the writing style is geared towards an executive education readership. This elite case package will provide a complete teaching resource and authentic learning experience for MBA and executive education classes in Supply Chain Management throughout the world.

Operations Management

This is a substantial new edition of a successful textbook which continues to have a sensible and 'easy to read' style. Each Chapter has a past/present/future theme with a real strategic approach. Strategic Operations Management shows operations as combining products and services into a complete offer for the customer. Services are therefore seen as key and are integrated throughout the material in each chapter. Manufacturing, service supply and other key factors are all shown to be in place. In an era where companies are fond of talking about core competences but still struggle to understand their operations, this is an important for academics and practitioners alike. Only when managers understand their operations will they be able to leverage them into any sort of capabilities that will lead to competitive advantage. Online tutor resource materials accompany the book.

Operations Management: Policy, Practice and Performance Improvement

Describes how to build a competitive edge by developing superior operations This comprehensive, practice-oriented text illustrates how healthcare organizations can gain a competitive edge through superior operations – and demonstrates how to achieve them. Underscoring the importance of a strategic perspective, the book describes how to attain excellence in the four competitive priorities: quality, cost, delivery, and flexibility. The competitive priorities are interrelated, with excellent quality laying the foundation for performance in the other competitive priorities, and with targeted improvement initiatives having synergistic effects. The text stresses the benefits of aligning the entire operations system within the parameters of a business strategy. It equips students with a conceptual mental model of healthcare operations in which all concepts and tools fit together logically. With a hands-on approach, the book clearly demonstrates the “how-tos” of effectively managing a healthcare organization. It describes how to negotiate the different perspectives of clinicians and administrators by offering a common platform for building competitive advantage. To bring the cultural context of a healthcare organization to life, the book engages students with a series of short vignettes of a fictitious healthcare organization as it strives to achieve the status of a highly reliable organization. Integrated throughout are a variety of tools and quantitative techniques with step-by-step instructions to assist in problem solving

and process improvements. Also included are mind maps linking competitive priorities and concepts, quick-reference icons, dashboards displaying measurement and process tracking, and boxed features. Several project ideas, team assignments, and creative thinking exercises are proposed. A comprehensive Instructor Packet and online tutorials further enhance the book's outstanding value. Key Features: Includes mind maps to connect competitive priorities, concepts, and tools Provides an extensive tool kit for problem solving and process improvements Presents icons throughout the text to emphasize competitive priorities and tool coverage Emphasizes measurement with dashboards and includes data files for statistical process control, queuing, and simulation Demonstrates human dynamics and organizational challenges through realistic vignettes Presents boxed features of frequently asked questions and real-world implementations of concepts Provides comprehensive Instructor Packet and online tutorials

Production & Operations Management : Strategic & Tactical Decisions

Randal Wilson gives managers powerful insights and tools for structuring and managing any project based on business strategy and how that project will be used. Starting with project objectives, it demonstrates how to establish processes that optimally group actions at each stage of the project lifecycle -- thereby maximizing the likelihood of success. Mastering Project Management Strategy and Processes is part of a new series of six cutting-edge project management guides for both working practitioners and students. Like all books in this series, it offers deep practical insight into the successful design, management, and control of complex modern projects. Using real case studies and proven applications, expert authors show how multiple functions and disciplines can and must be integrated to achieve a successful outcome. Individually, these books focus on realistic, actionable solutions, not theory. Together, they provide comprehensive guidance for working project managers at all levels, as well as indispensable knowledge for anyone pursuing PMI/PMBOK certification or other accreditation in the field.

Operations and Process Management

Market_Desc: Management; Graduate students of operation management
Special Features: · AUTHOR RECOGNITION: Dr. Robert Hayes, Emeritus, Harvard Business School, is the most recognizable academic authority in the field of Operations Management. He is the author and co-author of numerous trade and college books. His Wiley book, Restoring Our Competitive Edge: Competing Through Manufacturing has sold 60,000 copies, and is now in its 15th printing. It was chosen by The American Association of Publishers in 1984 as the best business book on business, management and economics. His article with William Abernathy, Managing Our Way Toward an Economic Decline is generally regarded as the most widely read reprint article in the history of Harvard Business Review.· PREVIOUS TRACK RECORD: Robert Hayes has co-authored two successful hybrid trade/college books. In 1984, he authored Restoring Our Competitive Edge: Competing Through Manufacturing (60,000 sold, of which approximately 20,000 were sold to the college market). In 1990 he was the lead author of Dynamic Manufacturing, for

Free Press, (55,000 sold)· **AUTHOR PROMOTION:** Dr. Hayes maintains an excellent relationship with top executives at Hewlett-Packard, Canton Timken and other Fortune 500 companies, and he will send them complimentary copies to stimulate bulk purchases. Also, the authors will promote the book both to the Production Management Society and The Decision Science Institute. In addition, Dr. Upton will use the text in his executive education courses at Harvard Business School.· **COLLEGE MARKET:** This book will be strongly considered as the course book for the graduate level operations management course at the top-flight colleges and universities. About The Book: Hayes is a founder of the Operations Strategy field, and all four authors are on the Harvard Business School faculty. In *Operations, Strategy, and Technology: Pursuing the Competitive Edge*--the long-awaited follow-up to the highly successful classic, *Restoring Our Competitive Edge*--Bob Hayes, Gary Pisano, Dave Upton, and Steve Wheelwright take a fresh look at the foundations of corporate success. This book addresses the basic principles that guide the development of a powerful operations organization, and describes how a company's operating and technological resources can be applied to create a sustainable competitive advantage in today's new (global and IT-intensive) economy. Achieving a competitive advantage through superior operations is what the authors refer to as the operations edge.

Operations Management

This book is a novel treatment of Operations Management. It takes a fresh insight to this increasingly important topic, exploring fundamental principles equally applicable to service and manufacturing situations. The book adapts a strategic stance by providing a framework for effective decision making and is aimed at practising managers who need to design working processes, manage change and make decisions within a strategic framework. The framework and supporting case vignettes allow the practitioner to grasp essential concepts quickly in a range of different operational contexts. "Bamford and Forrester have done an excellent job in creating a concise, salient, and appealing approach - they have captured the essential elements of designing processes, products and work organizations; exploring approaches to operations planning and control; managing change through effective project management and technology transfer; and then managing quality and improvement strategies". —Professor Rob Handfield, Professor of Supply Chain Management, North Carolina State University, USA "This is an excellent concise text that introduces students to all of the key areas - it's an invaluable aid for students in understanding all of the major aspects of operations and their importance to the success of businesses". —Professor Steve Brown, Professor of Management, University of Exeter Business School, University of Exeter, UK "For today's or tomorrow's business leaders this text has well structured invaluable content ready for immediate adoption. Follow the guide, put it into practice, and the rewards will follow". —Mr Vernon Barker, Managing Director, First TransPennine Express, First Group Plc, UK "This book combines technical theory 'book smarts' with real life experience 'street smarts' in a flowing read". —Mr Stephen Oliver, Vice President Marketing & Sales, Vicor Corporation, Boston, USA

Strategic Operations Management

Handbook of Hospitality Strategic Management provides a critical review of

mainstream hospitality strategic management research topics. Internationally recognized leading researchers provide thorough reviews and discussions, reviewing strategic management research by topic, as well as illustrating how theories and concepts can be applied in the hospitality industry. This book covers all aspects of strategic management in hospitality. The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners.

Operations Management

Whether an organisation treats patients, makes clothes or cuts people's hair, its operations function plays a crucial role in helping the business meet its sales and profit targets, and achieve its long-term strategic objectives. A well-managed operations function will significantly contribute to the success of a business, while a poorly-managed one can lead to disaster! It is essential that managers understand the role of operations within their organisation. This new edition of Operations Management contains many new and innovative features such as: • 'Driving Business Performance' - how to use the ideas in each chapter to drive the performance of an organisation • 'Executive Insights' and 'In practice' - the key issues to consider when applying the concepts and ideas in practice • 'Exploring further' - resources suitable for executives such as TED talks, journal articles, books, films and websites at the end of each chapter And, additional executive-focused chapters on: • 'Analysing Operations' - how to analyse an operation before working out how to improve it • 'Corporate social responsibility' - managing operations to meet an organisation's social and environmental responsibilities Operations Management provides a comprehensive, postgraduate/executive-focused overview of the subject area that equally covers both service and manufacturing sectors to reflect student needs. Additional supporting materials are also available on the companion website at www.palgrave.com/business/om3e such as: self-check questions, bonus chapters and OM through film worksheets for students. Here lecturers will find PowerPoint slides, case study teaching notes and guidelines on teaching OM through film.

Strategic Operations Management

The SAGE Course Companion on Operations Management is an accessible introduction to the subject that will help readers to extend their understanding of key concepts and enhance their thinking skills in line with course requirements. It provides support on how to revise for exams and prepare for and write assessed pieces. Readers are encouraged not only to think like an operations manager but also to think about the subject critically.

Operations Management

Perspectives in Operations Management

La 4e de couverture indique : "Now in its fifth edition, Operations Strategy continues to provide a comprehensive understanding of the interaction between

operational resources and market requirements. Companies such as Apple and Google have transformed their prospects through the way they manage their operations resources strategically, turning their operations capabilities into a formidable asset. The ideas and examples in this book illustrate how operations strategy can develop these capabilities by building on concepts from strategic management, operations management, marketing and HRM. This is the ideal text for advanced undergraduate and postgraduate students."

Focused Operations Management

"Operations Strategy" seeks to combine knowledge management, relationship management, and advances in technology to inform the development of strategic advantage. The text adopts a value chain approach, making it ideal for higher level modules. It contains a number of features to aid the learning process--chapter introductions, chapter summaries, further reading, and boxed features.

Operations Management

"This reader is an outstanding piece of work. It captures the essence of operations management by providing an interesting and sometimes provoking set of readings. It also provides an excellent review of the topic. Its approach to operations management is both topical and comprehensive. The editors have done an outstanding job of including many of the significant recent developments in the area, particularly in the technology and operations strategy areas" - Nigel Slack, Professor of Operations Strategy, Warwick University

Mastering Project Management Strategy and Processes

Focused Operations Management shows how to do much more with existing resources in terms of throughput, response time and quality. It provides a system view and will touch upon performance measures, operations management, quality, cost-accounting, pricing, and above all, value creation and value enhancement.

Health Care Operations and Supply Chain Management

In the fall of 1992 a conference honoring Elwood S. Buffa was held at the Anderson Graduate School of Management of the University of California, Los Angeles. This book is a collection of the work presented at that conference. The scholars who gathered to honor El are the prominent researchers in the field of Operations Management. Their collective work published in this book represents the richness of the field and provides the reader with valuable insights into its important issues and problems. While any grouping of the articles by these distinguished scholars will be arbitrary, I have organized the book in four sections. In the first section the articles dealing with the strategic issues in Operations Management are compiled. The articles deal with continuous improvement, quality, services, supply chain management, and creating value through operations. The articles that explore the interface of Operations Management with other functional areas, e.g. engineering and marketing, are grouped in the second section. The third section of the book contains articles that attempt to model some important planning problems that

arise in the management of production and operations. Some of the papers in this section provide state of the art reviews of selected topic areas. Finally, the fourth section contains articles that deal with future directions for Operations Management. The authors offer several insights into the future evolution of the field. The book begins with the keynote address given by El Buffa at the start of the conference on November 2, 1991.

Operations and Supply Chain Management for the 21st Century

Essential Guide to Operations Management

Operations Management: An Integrated Approach provides an account of the systems, processes, people and technology that determine an organisation's strategy and success. With contributions from leading experts internationally, the text takes a comprehensive, comparative, and best-practice approach and applies this specifically to the Asia-Pacific region. Rigorous in scholarship yet eminently accessible in style, Operations Management is replete with pedagogical features - figures and tables, discussion exercises, 'Learnings from the Internet', and a diversity of long and short case studies from around the world. Students are taken on a seamless journey from the fundamentals of operations management, through to the multiple approaches, the various innovations, challenges and risks, and ultimately to models of sustainability and evaluative tools and techniques. The text effectively prepares future managers across every sector of the economy to lead, organise, plan and control a set of resources, in pursuit of identified goals. The book will be supported by an extensive companion website featuring PowerPoint slides for each chapter, sample answers, teaching notes and figures/images for presentations.

Operations Strategy

As the business environment continues to rapidly change, Dan Reid and Nada Sanders have developed the seventh Australia and New Zealand edition of Operations Management: An Integrated Approach, to make introductory OM courses accessible and engaging for all business majors. Beyond providing a solid foundation, this course covers emerging topics like Artificial Intelligence, Robotics, Data Analytics, and Sustainability and gives equal time to strategic and tactical decisions in both service and manufacturing organisations.

Strategic Operations Management

The value chain framework has made its way to the forefront of management thought as a powerful analysis tool for strategic planning. Its ultimate goal is to maximize value creation while minimizing costs. In this book David Walters applies the framework to strategic decision making in the field of operations management. Also available is a companion website with extra features to accompany the text, please take a look by clicking below - <http://www.palgrave.com/business/walters/index.asp>

Strategic Operations Management

Written by best-selling authors in their field, the Fourth Edition of Operations and Process Management inspires a critical and applied mastery of the core principles and process which are fundamental to successfully managing business operations. Approaching the subject from a managerial perspective, this brand new text provides clear and concise coverage of the nature, principles, and practice of operations and process management.

Exam Prep for: Strategic Operations Management

This indispensable text offers students a high quality treatment of strategic operations management. It provides the reader with a clear understanding of the importance and nature of operations strategy by determining exactly which management activities, core competencies, resources and technologies underpin an operational strategy. The book demonstrates how various operational elements and components can be combined and customised into unique operational strategies. When these strategies are correctly implemented, they provide sustainable competitive advantage and allow firms to provide a diverse range of services and goods in their increasingly demanding, complex and dynamic marketplaces and spaces. Includes chapters covering customising operational strategies for retail, manufacturing, services and SMEs, and sections on eBusiness and complexity theory in relation to operations theory. Features include:
*extended case-studies including several from Europe and the USA *case vignettes
*learning objectives *key terms *chapter introduction and 'maps' to aid reader accessibility *'time out' boxes to prompt the reader to reflect on what has been learnt *'critical reflection' boxes that analyse theories and models.

Exam Prep Flash Cards for Strategic Operations Management

'Operations Management: policy, practices, performance improvement' is the latest state-of-the-art approach to operations management. It provides new cutting edge input into operations management theory and practice that cannot be found in any other text. Discussing both strategic and tactical inputs it combines and balances service and manufacturing operations. * Cutting edge techniques accompanied by brand new case studies * Challenges standard approaches * Comprehensive coverage of strategic supply management * Critical sample questions to aid discussion * Reading lists and articles to support learning * Additional lecturer support material This outstanding author team is from the Operations Management Group at the University of Bath. Their expertise and knowledge is apparent in the text, and they bring to it their original research and experience in the field of operations management.

Essentials of Operations Management

Projects have become the de facto method of implementing business strategy and operations. As such, understanding how projects relate to business strategy and managing projects strategically is increasingly important to effective and efficient business management This book is designed as a short and concise treatise on

how to go about doing that. The authors start by figuring out how the project relates to the rest of the business and environment and what separates it from other projects and functions. They go on to discuss how you can use principles of strategic management to better organize and manage the various projects you may be dealing with on a daily basis so that they are strategic in nature. In essence, this book details how to approach answering the important strategic questions in project management like—“Why is the project being implemented? How does the project relate to the major strategic goals of the organization? How do we accomplish the performance goals for the project so that they help achieve the major strategic goals of the organization?”

Operations Strategy

Operations Strategy

This revitalized new edition of Strategic Operations Management focuses on the four core themes of operations strategy, a vital topic for any company's objectives: strategy, innovation, services, and supply. Expertly authored by a team of Europe's top scholars in the field, the text is enhanced by the addition of new case examples, graphic images, learning objectives, discussion questions, and suggestions for further reading. In addition, the companion website offers a comprehensive set of web links and videos to augment the learning experience. This truly comprehensive volume underscores the differences between the core theories that underpin operations management. Students taking MBA, MSc and MBM classes on operations management, advanced operations management, and strategic operations management will find this textbook fulfills all their requirements whilst advanced undergraduate classes in these areas will also find the book an essential read.

Handbook of Hospitality Strategic Management

This book presents innovative research on various aspects of sustainability in the field of operations management and illustrates the potential of sustainability thinking and practice to improve operations performance and thereby meet customer needs. Particular attention is devoted to corporate social responsibility and marketing strategy, knowledge management for sustainability, the role of culture in a sustainable built environment, sustainable manufacturing through the application of lean and green concepts, advancing sustainability through ISO standards, and the sustainable supply chain. The present decade is proving to be a time of change in terms of business strategies and operations management. Many of the trends are still subject to uncertainty, but an understanding of the need for, and benefits of, sustainability can give a clear indication of their trajectory. Consumers and markets in general believe that while implementing their business strategies, companies should also try to improve society and the environment and to exercise social responsibility toward their employees. This book provides insights into how this may be achieved, and it is recommended for researchers as well as all practitioners and managers dedicated to enhancing sustainability in operations.

Operations and Process Management

Boyer/Verma's breakthrough text meets today's student and instructor's needs and redefines the marketplace. Their text is briefer than most, taking all of the vital core concepts and building upon them with current and fresh examples. The authors understand the importance of striking a balance by creating a book that does an even better job at covering the core concepts while also providing customers with a new product that fully addresses and approaches this course area from today's teaching and learning perspectives and actual business practices. The three unifying themes throughout the book are Strategy, Global Supply Chain, and Service Operations. Strategy will serve as an overarching framework and will be used in each chapter to present students with an alternative approach to specific challenges. The authors use examples from non-US companies and/or organizations in each chapter to incorporate Service Operations in the book. They also show that even some of the largest manufacturing companies today have extensive service activities such as customer support and product development. The Global Supply Chain theme will allow students to see how products move through different companies and countries with Boyer/Verma's use of real world examples throughout his text. In addition the robust Cnow course allows instructors and students to go beyond the printed text to get the most from this exciting operations management program. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Project Strategy and Strategic Portfolio Management

This textbook presents global supply chain and operations management from a comprehensive perspective, combining value creation networks and interacting processes. It focuses on the operational roles in the networks and presents the quantitative and organizational methods needed to plan and control the material, information and financial flows in the supply chain. Each chapter of the book starts with an introductory case study. Numerous examples from various industries and services help to illustrate the key concepts. The book explains how to design operations and supply networks and how to incorporate suppliers and customers. As matching supply and demand is a core aspect of tactical planning, the book focuses on it before turning to the allocation of resources for fulfilling customer demands. Providing readers with a working knowledge of global supply chain and operations management, this textbook can be used in core, special and advanced classes. Therefore, the book targets a broad range of students and professionals involved with supply chain and operations management. Special focus is directed at bridging theory and practice.

Operations Management for Business Excellence

This text presents the ideas and concepts necessary to describe and understand the different facets of operations management in service operations environments.

Global Supply Chain and Operations Management

Everyone manages processes . . . Everyone is an operations manager . . . integrates services and manufacturing operations further than has been done before in any Operations Management textbook. This makes the book ideally suited for an MBA audience; who come from a multitude of organizational settings." --Par Ahlstrom, Professor of Operations Management, Chalmers University of Technology "This text places Operations Management clearly in context. I particularly like the emphasis on process management as a means of demonstrating the ubiquity of processes, even outside the traditional operations areas." --Dr Alison Smart, Manchester Business School, University of Manchester "This comprehensive text shows how persuasive, relevant and exciting Operations Management is to business and everyday life." --Stephen Disney, Cardiff Business School

Written by best-selling authors in their field, "Operations and Process Management," Second Edition, inspires a critical and applied mastery of the core principles and processes fundamental to managing business operations. Approaching the subject from a truly managerial perspective, this brand new text provides clear and concise coverage, whilst the fully updated accompanying CD provides an opportunity to practice and further explore the concepts and techniques introduced. A diagnostic approach equips you with the questions to effectively assess and improve the operations and processes in your company. Cases in the main text provide an insight into the reality of managing operations. Interactive cases provide the opportunity to work through the decision-making process to solve operations problems. A balance of service and manufacturing examples equips you with a practical and wide-ranging understanding of the material. An interactive study guide featuring video, animated diagrams, Excel spreadsheets and further examples provides practical guidance on core concepts and issues. This new edition has been updated throughout, including new chapter opening cases, extensive revision of the topical chapters on capacity management and lean synchronization, and clearer and fuller integration of the content with the interactive CD-ROM. This is the ideal text for students taking any practically-orientated MBA, executive MBA or executive course in Operations and Process Management.

[ROMANCE](#) [ACTION & ADVENTURE](#) [MYSTERY & THRILLER](#) [BIOGRAPHIES & HISTORY](#) [CHILDREN'S](#) [YOUNG ADULT](#) [FANTASY](#) [HISTORICAL FICTION](#) [HORROR](#) [LITERARY FICTION](#) [NON-FICTION](#) [SCIENCE FICTION](#)