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Operations Management 2nd Edition Value Edition with WinQSB Update Version and Quant Survival Guide Set R. Dan Reid, 2005-09-01

E-commerce Operations Management (2nd Edition). Marc J. Schniederjans, 2013

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transport retailing utilities not for profit public service _ George Downie Senior Lecturer Southampton Business School UK This is an important book for educators students and professional managers As the services sector becomes a larger and increasingly pervasive part of our economy and as service operations management becomes the biggest part of most organizations the opportunity to increase productivity quality flexibility and innovation of service provision must be grasped firmly by those who want their organizations to remain competitive and successful This book very effectively blends conceptual frameworks with new practical case studies It is full of valuable and useful insights _ Danny Samson University of Melbourne Australia This comprehensive textbook will become required reading for postgraduate students seeking to understand the principles of service operations management and for undergraduate students specializing in hospitality tourism or the public sector It will also serve as a handbook for operations managers in service organizations as they seek to develop and implement improved operations strategies Focusing on service delivery design capacity recovery performance measurement and service strategy the challenge of delivering exceptional service quality is addressed through a comparison of customers perceptions and expectations A new approach to quality in services describes the tools and methods for continuous service improvement This accessible and engaging textbook is the ideal foundation for a course in service operations management Each chapter represents a lecture and specific topic _ with specified learning objectives and outcomes develops using a chunking and scaffold pedagogical technique _ sub sections in the chapter develop the chapter s theme includes examples of organizations and small case vignettes suitable for class group discussion and larger cases of international organizations for set work activity draws upon contemporary research with clear citations to show the source _ each chapter has a bibliography and reference list includes a series of questions that can be asked of the audience students _ either to promote discussion or to be set as an assignment See the companion website _ INCLUDE LINK _ for an Instructor Resource Guide and PowerPoint slides with tips for activities and as a general guide to explore issues raised in the book

Operations Management 2/e Steve Paton,Ben Clegg,Juliana Hsuan,Alan Pilkington,2020-12-04 Good operations management is not only crucial to success in business but critical to our survival Now in its second edition Operations Management retains its engaging writing style and balanced approach of quantitative and qualitative material With integrated theories and real world examples this new edition presents increasingly important principles applicable to both service and manufacturing contexts in a clear and captivating way Containing everything necessary to understand this fascinating and everevolving field this textbook will soon become indispensable Key Features A new structure to refocus the book and align with teaching Fully updated pedagogy including Worked Examples Critical Perspectives and Contemporary Thinking New interviews with leading operations managers highlighting the different roles available and preparing students foremployment in the field A strong global focus through over 70 new or revised cases including companies such as Amazon FIFA World Cup IBM LEGO Nike Sony and many more Up to date coverage of contemporary topics such as the 4Vs

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Operations Management CACHON, Gerlhein, 2016-03-31 *Operations Management* Gérard Cachon, Gaerard Cachon, Christian Terwiesch, 2022 Modern operations means teaching students the content they need in today s world not the world of 30 or 40 years ago As a result services and global are incorporated throughout rather than confined to dedicated chapters Manufacturing of course cannot be ignored but again the emphasis is on contemporary issues that are relevant and accessible to students For example students should learn how to identify the bottleneck in a process and use the ideas from the Toyota Production System to improve performance

Essentials of Operations Management Nigel Slack, Alistair Brandon-Jones, Nicola Burgess, 2023 *Operations Management* Mike Pycraft, 2000 **(WCS) Operations Management 2nd Edition for University of North Florida** R. Dan Reid, 2005-08-01

Business Management Hannie Badenhorst-Weiss, Tersia Brevis, Mike Cant, 2008-02 The world is in a constant state of flux and this influences the operations of every business and organisation Business Management A Contemporary Approach deals with these changes by covering the functions of a business or an organisation and then addressing the contemporary issues that affect them These issues include globalisation corporate entrepreneurship and citizenship credit diversity and HIV AIDS Every student of business and business manager needs to understand the importance of these issues and their influence on the operations of a business Business Management A Contemporary Approach also highlights the interdependency between the various business functions This interdependency is very important for a business or organisation to operate as a whole

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