

# Essential Operations Management

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Peter Jones Steve Paton Derek L. Waller Michael Lewis Jay H.  
Heizer Steve Brown Les Galloway Steve Brown Jack R. Meredith Lee  
J. Krajewski David Barnes Terry Hill David Bamford S. Anil Kumar  
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operations management deals with the design and management of  
products processes services and supply chains operations  
management is the management of resources to create goods and  
services that can be sold to make a profit these resources  
include employees facilities inventory and time it is important  
because it allows a company to make profits if used properly  
operations management is important to an organization s managers  
for at least two reasons first it can improve productivity which  
improves an organization s financial health second it can help  
organizations meet customers competitive priorities an operations  
manager plays a vital role in ensuring that the day to day  
operations of a business run smoothly they are responsible for  
ensuring that effective methods are put into place so that the

company of employment runs to its maximum productivity due to the broad scope of operations management it is important to note that operations managers are not specialists but generalists who can overview the whole situation and take decisions accordingly

the motivation for this book came out of a shared belief that what passed as theory in operations management om was all too often inadequate in one respect om scholars were bending over backwards to make theories from other fields fit our research problems in another questionable assumptions were being used to apply mathematics to om problems neither proved a good match with what the authors had observed in practice successful operations were managed by considerations that were far more straightforward than much of what was being published the authors of this book codify these practical considerations into a set of ten fundamental principles that bring together a century of operations management thinking the authors then apply these principles to important topics such as process design process improvement the supply chain new product development project management environmental sustainability and the interfaces between operations management and other business school disciplines

an integrated media and text solution which clearly demonstrates the relevance of operations to everyday business activities through extensive use of text and running video case studies from companies such as ikea domino s easyjet and ticketmaster a truly engaging package for those with little knowledge or experience in operations management

operations management is all around us and is integral to every industry using contemporary and engaging examples this brand new text book brings to life fundamental operations management principles and theories that are applicable to both manufacturing and service situations reflecting the very latest developments in this dynamic field

operations management is the effective planning organization and control of the resources and activities needed to provide customers with goods and services this encompasses a broad range of functions including the provision of raw materials manufacturing assembly and distribution of finished goods to the client with the increasing use of subcontractors in disparate locations for many business functions and the continual drive for shorter lead times this supply chain network is a critical factor in business success derek waller s new approach to operations management treats operations and the supply chain as an integrated system highlighting the links between the supply chain and all other parts of the business in both the manufacturing and

service sectors to reflect this he gives more prominence to key topics such as inventory control quality planning and forecasting than many competitive books a comprehensive and practical text the first edition has been praised for its fresh approach lively writing style use of examples and international emphasis the current book takes a fully student centred approach complete with chapter introductions summaries boxed examples questions exercises and cases as befits a modern text in operations management waller balances the coverage of manufacturing and service sectors and includes up to date technological topics the new edition will be rewritten throughout to incorporate the latest technological advances and business thinking in addition the supply chain approach will be more clearly highlighted along with links to strategy to provide a more coherent conceptual framework

the material is concerned with fundamental activities of organizations how they provide goods and services the increase in international competition has seen a resurgence of interest in the development of this field

the student version of extend simulation software is on the cd rom the cd rom also includes additional practice problems self review quizzes and four bonus tutorial topics eight video cases feature case studies adobe acrobat reader 4 0 and quicktime 3 0 are included on the cd rom

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 in context is a straightforward and accessible text which provides students with a good grounding in the theory and practice of operations management and its role within organisations the structure is clear and logical leading the newcomer to the subject through the topics in a way to maximise comprehension highlighting key issues and using case studies and examples from business to contextualise learning

chapters are structured to enable incremental and progressive learning with a logical development of the content each chapter is linked and ends with a summary of the key points met in the text to aid revision exercises and self assessment questions are included to reinforce learning and maintain variety with answers included at the end of the book the text is accompanied by a lecturer s supplement

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

designed for mba students this book offers a brief introduction to the basic concepts of operations management it provides a strategic conceptual view of om and the basics to complement class activities

in this text the authors balance the presentation of both corporate strategy and analytical tools by presenting decision making within the context of a firm s competitive priorities a technology focus is new to this edition with internet research exercises expanded powerpoint slides for the teacher and support student software real world examples demonstrate how manufacturing and service organizations meet operations challenges and internet activities direct students to evaluate real world software this edition features a cross functional perspective that demonstrates how operations is linked to other functional areas such as it marketing finance and hr

this fascinating new core textbook authored by a highly respected academic with over a decade of industry experience takes a global and strategic approach to the important topic of operations management om integrating contemporary and traditional theories the text covers everything a student needs to understand the reality of operations in the modern world and combines the latest cutting edge thinking with innovative learning features written in a concise and engaging style and based on up to date research

in the field the book provides a range of international case studies and examples that help students to apply theoretical knowledge to real world practice this is a must have textbook for students studying operations management modules on undergraduate postgraduate and mba programmes in addition this is an ideal textbook to accompany modules on operations strategy production management and services management

operations management presents terry hill s vision of how operations can deliver real competitive advantage for organizations it provides detailed consideration of service delivery system design with a dedicated chapter on the subject introduces the importance of people management from the beginning provides expanded discussion of operations strategy and market linkage enterprise resource planning and supply chain issues including e procurement demonstrates operations in the real world with over 100 mini cases plus detailed long case studies at the end of the book to encourage critical analysis and offers a range of companion materials for lecturers and students companion website palgrave com business hill

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

about the book this book presents lucid treatment of a wide range  
of issues involved in operations management it emphasises on the  
analysis and quantitative techniques for the overall role of  
operations management in organisations which aim at maximis

concluding with over 20 extended case studies from both the  
manufacturing and service sectors plus numerous end of chapter  
discussion questions this should be useful reading for students  
taking operations management courses

ebook operations management theory and practice global edition

key concepts in operations management introduces a selection of  
key concepts and techniques in the field concise informative and  
contemporary with consideration given to explaining the  
principles of the topic as well as the relevant debates and  
literature the book contains over 50 concept entries including  
operations strategy managing innovation process modeling new  
product development forecasting planning and control supply chain  
management risk management and many more

a long time market leader in this discipline slack has set the  
standards in operations management which other textbooks seek to  
emulate expert authorship an engaging writing style and an  
interesting collection of cases combine to communicate the  
importance of managing operations and processes within a  
successful organisation operations management provides a  
strategic perspective whilst also examining the practical issues  
which organisations face on a day to day basis it uses over 120  
examples from all over the world reflecting the balance of  
economic activity between service c 75 and manufacturing c 25  
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