



Second  
Edition

# Operations Management

William J. Stevenson  
Sum Chee Chuong

# Operations Management Second Edition

**Nigel Slack**



## **Operations Management Second Edition:**

*Operations Management* Terry Hill, 2005-01 *Operations Management* presents Terry Hill's vision of how operations can deliver real competitive advantage for organizations. Drawing on his extensive industrial and consultancy experience, Hill balances the strategic role of the operations manager with day-to-day management tasks and shows how each step and decision in operations is affected by market needs and wants. *Operations Management* provides detailed consideration of service delivery system design with a dedicated chapter on the subject. It introduces the importance of people management from the beginning, provides expanded discussion of operations strategy and market linkage, ERP and supply chain issues including e-procurement. It 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. Offers a range of companion materials for lecturers and students.

Operations Management Peter Jones, Peter Robinson, 2020 Concise, engaging and relevant, light on quantitative techniques and packed with cases offering a real-world perspective, this text provides the most accessible approach to operations management.

Service Operations Management David Parker, 2012-09 As the services sector has become the most important sector of many of our economies, this book makes a valued contribution to our greater understanding of what features are critical to operational success in this sector. Based upon sound research and drawing on numerous case studies, the author has delivered an expose that will be of value to academics and practitioners alike. From a long career in the field, the author has distilled critical content into a well-organised book that is a must for students and practitioners in services operations management. It is welcoming to read of service operations management in the not-for-profit and public sectors.

— Peter Liesch, University of Queensland Business School, Brisbane, Australia

David has captured the essentials of service operations within a complete enterprise framework. Based upon case studies from a broad variety of organizations from around the globe, this easy-to-understand text is a must for students and practitioners alike. Students of service operations and indeed services marketing have been long awaiting a reference such as this.

— Derek Lundberg, Metcash Food Grocery

The author recognizes the critical fact that service operations is worlds apart from manufacturing operations management that produces tangible products — a failing of so many other texts that have drawn on yesteryear manufacturing paradigms to try and explain services. This book succeeds in combining operational analysis with the empirical research to arrive at a comprehensive understanding of the forces that shape and change the service sectors. Drawing on a wealth of information by virtue of his track record of many years researching the service sectors, this book will be invaluable to both students, practitioners and anyone interested in successful service operations.

— tourism, hospitality, 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

**Essential Operations Management**  
Alex Hill,Terry Hill,2017-11-01 The second edition of this innovative core textbook spans the service and manufacturing sectors equipping readers to grasp and overcome the core challenges faced in planning designing and implementing operations The prestigious and well respected author team takes a tasks and challenges approach that marries theory to their extensive practical experience of running operations in high profile business settings while reflecting their clear vision and personal philosophy of operations management Packed with engaging learning features that truly bring the subject to life the text provides a concise and real world orientated look at the key parts of an operations manager s job This textbook is an ideal course text for undergraduate postgraduate and MBA students taking a module in operations management or manufacturing services operations New to this Edition New and greatly expanded coverage of the most relevant contemporary topics in OM including corporate social responsibility and ethics lean manufacturing outsourcing vs insourcing and zero hour contracts Over 30 new and updated cases from a wide range of international companies including Apple Samsung and Uber Increased focus on strategy with an expanded emphasis and new dedicated sections on improving operations that place OM firmly at the centre of organizational considerations

**Operations and Process Management**  
Nigel Slack,2009 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 Publisher description

**Operations Management** Andrew Greasley, 2009-12-21 Operations management deals with the management of the creation of goods and the delivery of services to the customer It plays an essential role in the success of any organization In this book Andrew Greasley provides a clear and accessible introduction to this important area of study focusing on all key areas of operations in both manufacturing and service industries Operations Management Second Edition covers the main areas of operations strategy the design of the operations system and the management of operations over time Yet its concise nature of the text means students are not overwhelmed by the amount of material presented This new edition also features New content in such areas such as the quality gap model enterprise systems and business process management Expanded case studies to include more global and European cases and longer cases at the end of each chapter Greater clarity in chapter material organization Worked Examples providing a step by step guide to the procedure to solve quantitative problems Visual redesign in full colour More support material for students and lecturers including an interactive WileyPLUS course All lecturers can access supporting resources on the companion website at [www.wiley.com/college/greasley](http://www.wiley.com/college/greasley) including an Instructor's Manual with suggested solutions for all case study questions and end of chapter exercises a Test Bank and PowerPoint slides for each chapter Students will find multiple choice test quizzes web links and an online glossary Operations Management is essential reading for all students studying operations management whether on undergraduate postgraduate or continuing professional development courses

**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 ever evolving 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 for employment 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 blockchain Big Data the Internet of Things and disruptive services in the supply chain Revised end of chapter content to test comprehension including Review Questions Discussion Questions and Problems Continued links to and emphasis on Globalization Business Integration and Corporate Social Responsibility CSR Operations Management is available with McGraw Hill's Connect the online learning platform which features resources to help faculty and institutions improve student outcomes and course delivery efficiency

**Practical Operations Management** Natalie C. Simpson, Philip G. Hancock, 2012-12-27 College Text for Introductory Operations Management by Simpson and Hancock

**Service Operations Management, Second Edition** David W. Parker, 2018-06-29 Service Operations Management Second Edition provides a global perspective on service operations with expanded coverage of service operations for not for profit agencies charities NGOs and utilities alongside commercial companies With new updated case studies and original research embracing big data analytics and neurolinguistics in building customer service systems this book will be an invaluable tool for postgraduate and MBA students of service operations and undergraduates specialising in hospitality tourism and public sector management

Operations Management in Context Les Galloway, Frank Rowbotham, Masoud Azhashemi, 2012-10-02 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

*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

**Enterprise Operations Management Handbook, Second Edition** Steven F. Blanding, 2020-10-14 The Enterprise Operations Management Handbook provides the expert advice and guidance of hundreds of leading computing practitioners and consultants Covering all major areas of enterprise operations management this edition provides essential information for managing a modern evolving data center Topics include business issues technology issues and operational issues This current practical reference also reviews such critical areas as strategic planning data center management data center controls systems planning network technology contingency planning human resource planning desktop computing and future directions The Enterprise Operations Management Handbook serves as an invaluable tool for designing building and maintaining a high performance service oriented data center

**Strategic Operations Management, Second Edition** Steve Brown, 2005

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**Operations Management in Healthcare** Corinne M. Karuppan,Nancy E. Dunlap,Michael R.

Waldrum,2021-12-07 This thoroughly revised and updated second edition of Operations Management in Healthcare Strategy and Practice describes how healthcare organizations can cultivate a competitive lead by developing superior operations using a strategic perspective In clearly demonstrating the how tos of effectively managing a healthcare organization this new edition also addresses the why of providing quality and value based care Comprehensive and practice oriented chapters illustrate how to excel in the four competitive priorities quality cost delivery and flexibility in order to build a cumulative model of healthcare operations in which all concepts and tools fit together This textbook encourages a hands on approach and integrates mind maps to connect concepts icons for quick reference dashboards for measurement and tracking of progress and newly updated end of chapter problems and assignments to reinforce creative and critical thinking Written with the diverse learning needs in mind for programs in health administration public health business administration public administration and nursing the textbook equips students with essential high level problem solving and process improvement skills The book reveals concepts and tools through a series of short vignettes of a fictitious healthcare organization as it embarks on its journey to becoming a highly reliable organization This second edition also includes a strong emphasis on the patient s perspective as well as expanded and added coverage of Lean Six Sigma value based payment models vertical integration mergers and acquisitions artificial intelligence population health and more to reflect evolving innovations in the healthcare environment across the United States Complete with a full and updated suite of Instructor Resources including Instructor s Manual PowerPoints and test bank in addition to data sets tutorial videos and Excel templates for students Key Features Demonstrates the how tos of effectively managing a healthcare organization Sharpens problem solving and process improvement skills through use of an extensive toolkit developed throughout the text Prepares students for Lean Six Sigma certification with expanded coverage of concepts tools and analytics Highlights new trends in healthcare management with coverage of value based payments mergers and acquisitions population health telehealth and more Intertwines concepts with vivid vignettes to describe human dynamics organizational challenges and applications of tools Employs boxed features and YouTube videos to address frequently asked questions and real world instances of operations in practice

**Essentials of Operations Management** Nigel Slack,Alistair Brandon-Jones,Robert Johnston,2018-08-08 Get to the core of operations

management with this essential text **Essentials of Operations Management 2nd edition** by Nigel Slack and Alastair Brandon Jones is a highly practical title focusing on the core topics of operations management Based on their previous book **Operations Management** this edition serves as a concise introduction to the subject without compromising the authors characteristic clear style of teaching With revised and updated features and a range of case studies throughout this text is ideal for those seeking a concise introduction to operations management Also available Pair this text with **MyLab Operations Management** MyLab is the teaching and learning platform that empowers you to reach every student By combining trusted author content with digital tools and a flexible platform MyLab Operations Management personalises the learning experience and improves results for each student If you would like to purchase both the physical text and MyLab Operations Management search for 9781292238876 **Essentials of Operations Management 2nd Edition plus MyLab Operations Management with Pearson eText Package** consists of 9781292238845 **Essentials of Operations Management 2nd Edition** 9781292238852 **Essentials of Operations Management 2nd Edition MyLab Operations Management** 9781292259482 **Essentials of Operations Management 2nd Edition Pearson eText MyLab Operations Management** is not included Students if MyLab is a recommended mandatory component of the course please ask your instructor for the correct ISBN MyLab should only be purchased when required by an instructor Instructors contact your Pearson representative for more information

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