

Service Operations Management Johnston Clark

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Operations Management Operations Management Service Operations Management Service Operations Management eBook_o4 Cases in Operations Management Service Operations Management Essentials of Operations Management Operations Management PDF eBook Multi Pack Operations Management Operations Management 7th edition eBook PDF Operations Management Operations and Process Management Value Pack: Operations Management (Including Pin Card) Operations Management with Companion Website with GradeTracker Student Access Card Principles of Operations Management Operations Management with Service Operations Management Cases in Operations Management / Operations Management Customer Processes in Business-to-Business Service Transactions Cases in Operations Management *Nigel Slack Nigel Slack Robert Johnston Robert Johnston Robert Johnston Robert Johnston Nigel Slack Nigel Slack Robert Johnston Danny Samson Nigel Slack Slack Nigel Slack Nigel Slack Nigel Slack Robert Johnston Nigel Slack Janine Frauendorf Robert Johnston*

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 operations

operations management focuses on the sustainable and socially responsible imperatives of operations management using over 120 cases and illustrations of real life operations around the world including apple medecins sans frontieres amazon ecover dyson disneyland paris google the north face and many more

the central focus of this book is how organizations deliver service and the operational decisions that managers face in managing resources and delivering service to their customers

this international market leading book aimed at both students and practising managers provides a comprehensive and balanced introduction to service operations management building on the basic principles of operations management the authors examine the operations decisions that managers face in controlling their resources and delivering services to their customers

the second edition of this clearly structured text provides ready to use cases based on company experiences for easy use the cases have been grouped into subject areas which students are likely to face on a typical operations management course

limp blurb johnston service operations management approved version this major new text provides a refreshingly new comprehensive and balanced introduction to service operations management building on the basic principles of operations management the book examines the operations decisions that managers may face in managing their resources and delivering services to their customers although the emphasis is on operations the text also recognizes the impact of other management functions on service delivery indeed the key issue of service delivery is the prime focus of the book requiring only basic knowledge of operations management theory the book is easy to read and accessible to undergraduates as well as practising managers as such service operations management will be an invaluable guide to students and managers confronting operational issues in service management key features provides a valuable operations management perspective on a large and growing yet hitherto neglected area includes international examples from many types of organizations such as public sector voluntary mass transport services professional services retailers internet services tourism and hospitality to reflect the diversity of the service sector combines a practical approach with detailed theoretical underpinning to provide balanced coverage accessible the contents are structured around 5 key tasks thus breaking the subject into manageable chunks pedagogical features each chapter provides definitions of key terms and constructs identifies key operations management issues highlights a number of questions ideas frameworks approaches and techniques showing how managers can improve their performance real world illustrations chapter summaries case exercises further questions and reading instructors manual picture caption front cover spine back cover full isbn 0173 63922 6

based on the market leading operations management text this is the ideal book for those wanting a more concise introduction to the subject focusing on essential core topics without compromising on the authoritative clear and highly practical approach that has become the trademark of the authors revised and updated to reflect the ever changing world of operations management the book is rooted in real life practice with a wealth of examples and case studies from different sectors and industries around the world mylab operations management not included students if mylab operations management is a

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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

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revised edition of operations and process management nigel slack et al

sheds light on the authors comprehensive practical and strategic view of operations management with over 100 contemporary and international examples of operations in practice as well as providing critical commentaries on areas of academic contention and professional debate

this is a splendidly fresh and clear account of the main political events in england between the norman conquest and king john s magna carta michael clanchy fba emeritus professor of medieval history at the institute of historical research university of london lucid and perceptive striking an effective balance between primary andsecondary authorities huscroft s book is both a significant statementin its own right and an ideal introduction to other work in the field professor david carpenter kings college london ruling england is about the exercise of political power in england at a time of formative change in the country s history framed at one end by the norman conquest and at another by magna carta it describes what happened why and with what consequences in politics government law and the church it

analyses developments from a royal perspective and focuses on the policies and priorities of the english kings the limitations of the political system within which they operated and the efforts they made to expand their power it explains how the ruler of the most sophisticated kingdom in twelfth century europe was eventually compelled to submit to the humiliation

services cannot be produced without customer participation this aspect involves significant consequences for services management the integration of the customer and the integration of the external resources that customers need to provide require comprehensive means to coordinate the activities of suppliers and customers services management literature is based on the idea that the success of service companies mainly depends on an effective and efficient design of supplier and customer interfaces as a result academic and practice oriented service management problems are concerned with managing service processes however most approaches are focused on the supplier process side here numerous concepts as well as its supported tools for service process documentation and service process management have been developed customer processes on the contrary have mostly been ignored even though it is obvious that they have a high impact on the overall success of the service process the present work is a major step forward to close that research gap the author analyses the customer influence on efficiency and effectiveness of the service process depending on the customer's service process knowledge the empirical data of the thesis was gained from a practice study it was made in cooperation with a corporate division of t systems international that provides business customers with virus wall and firewall service packages for data network security the study is based on the assumption that service customers have a script i e a relatively precise image of the structure and process of the service transaction

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