

# Operations Management 11th Edition Heizer

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essentials of management is written for newcomers to the field of management and for experienced managers seeking updated information and a

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for undergraduate principles of marketing courses everything students need to know to develop their management sense and be successful fundamentals of management covers the essential concepts of management by providing a solid foundation for understanding the key issues facing managers and organisations the 11th edition maintains a focus on learning and applying management theories while now also highlighting opportunities to develop the skills in high demand by today s employers fundamentals of management offers an easy to understand straightforward and realistic approach to what works for managers and what doesn t with the ultimate goal to help students be successful in their careers the full text downloaded to your computer with ebooks you can search for key concepts words and phrases make highlights and notes as you study share your notes with friends ebooks are downloaded to your computer and accessible either offline through the bookshelf available as a free download available online and also via the ipad and android apps upon purchase you ll gain instant access to this ebook time limit the ebooks products do not have an expiry date you will continue to access your digital ebook products whilst you have your bookshelf installed

completely updated and revised this eleventh edition arms managers with the business tools they ll need to succeed the text presents managerial concepts and theory related to the fundamentals of planning leading organising and controlling with a strong emphasis on application it offers new information on the changing nature of communication through technology focus is also placed on ethics to reflect the importance of this topic especially with the current economic situation this includes all new ethics boxes throughout the chapters an updated discussion on the numerous legal law changes over the last few years is included as well managers will be able to think critically and make sound decisions using this text because the concepts are backed by many applications exercises and cases

management in business and organizations is the function that coordinates the efforts of people to accomplish goals and objectives using available resources efficiently and effectively management comprises planning organizing staffing leading or directing and controlling an

organization to accomplish the goal management involves identifying the mission objective procedures rules and the manipulation of the human capital of an enterprise to contribute to the success of the enterprise this implies effective communication an enterprise environment as opposed to a physical or mechanical mechanism implies human motivation and implies some sort of successful progress or system outcome table of contents management basics 81 management basics calm seas case 92 the manager s job 122 1 management functions 122 2 management roles 132 3 management skills 142 4 not for profit note 152 5 questions for the manager s job 173 planning calm seas case 184 planning in the organization 204 1 competitive advantage 204 2 strategic planning process 214 3 swot analysis 22stakeholders 224 5 factors inside the organization 234 6 factors outside the organization 244 7 grand strategy 254 8 mission statements 264 9 action implementation plan 284 10 not for profit note 294 11 strategic planning diagram 304 12 questions for organizational planning section 315 organizing calm seas case 326 organizing the organization 336 1 structure follows strategy 336 2 bureaucracy 346 3 authority staff and line 346 4 bureaucratic structures 376 5 rules of a bureaucracy 416 6 disadvantages of a bureaucracy 426 7 changing the bureaucratic structure 43the rise of the group structure 456 9 not for profit note 466 10 checklist for team or group effectiveness 476 11 questions for organizing section 477 leading calm seas case 498 leading in the organization 518 1 leader vs manager 518 2 leadership theories 518 3 knowing what kind of manager leader to be 538 4 motivation theories and concepts 538 5 content theories of motivation 558 6 process theories of motivation 558 7 maslow 568 8 expectancy theory of motivation explained in simple terms 578 9 equity theory explained in simple terms 578 10 what do employees want 588 11 motivation summary 598 12 not for profit note 60executive education 170x115 b2 indd 1 18 08 11 15 13motivation exercise 618 14 questions on leadership motivation section 629 control calm seas case 6310 control in the organization 6410 1 what does control mean 6410 2 what kinds of controls 6410 3 measure what matters 6510 4 what will we monitor 6610 5 flowcharting 6610 6 critical path planning 6710 7 not for profit note 6910 8 questions on the controlling function 7011 for further reading 7112 definition of terms 7313 endnotes 75

brief table of contents part 1 introduction to modern management chapter 1 management skills the key to organizational success chapter 2 managing history and current thinking part 2 modern management challenges chapter 3 corporate social responsibility and business ethics chapter 4 management and diversity chapter 5 managing in the global arena chapter 6 management and entrepreneurship part 3 planning chapter 7 principles of planning chapter 8 making decision chapter 9 strategic planning chapter 10 plans and planning tools part 4 organizing chapter 11 fundamentals of organizing chapter 12 responsibility authority and delegation chapter 13 managing human resources chapter 14 organizational change stress and conflict part 5 influencing chapter 15 fundamentals of influencing and communication chapter 16 leadership chapter 17 motivation chapter 18 groups and teams chapter 19 corporate culture chapter 20 creativity and innovation part 6 controlling chapter 21 controlling information and technology chapter 22 production management and control

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