

Service Operations Management Johnston Clark

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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

operations management is critical to the success of all organisations no matter how large or small it enables them to provide services and products that we all need it is central to changes in customer preference networks of supply and demand and developments in technology and its responsibilities are financial and logistical social and environmental whether at work or at home we all experience and manage processes and operations

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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 recommended mandatory component of the course please ask your instructor for the correct isbn and course id mylab operations management should only be purchased when required by an instructor instructors contact your pearson representative for more information

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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

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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

this multi pack consists of operations management 4th edition by nigel slack stuart chambers and robert johnston isbn 027367066 and cases in operations management 3rd edition by robert johnston stuart chambers nigel slack alan harrison and christine harland isbn 0273655310 an essential tool for those wanting balanced coverage of services and manufacturing operations management operations management 4th edition is intended to provide an introduction to operations management for all students who wish to understand the nature and activities of operations management providing a clear well structured and interesting treatment of operations management the text provides both a logical path through the various operations management activities as well as the fundamental understanding of their strategic context this book strikes an interesting balance between the strategic and operational views of operations management and between manufacturing and service industry views of operations nigel slack s operations management is the authoritative managerial view of the subject it is in creating the products and services upon which we all depend this revised and fully updated edition of operations management continues to provide a clear well structured and comprehensive treatment of the subject balancing a logical approach with the insights that come from real life operations examples and practices around the world the third edition of this highly successful case book cases in operations management has been expanded and updated to reflect the increasing reliance upon comprehensive case material in the teaching of operations management the text begins with an introduction to analysing operations management cases each of the subsequent parts deals with a key area of operations management and begins with an expanded introduction allowing the book to serve as a stand alone text for introductory operations management courses

revised edition of operations and process management nigel slack et al

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

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 written in a clear and logical style ideal for students who are taking the subject for the first time key issues will be highlighted and supported by real life case studies and examples from business self assessment questions and feedback to reinforce learning

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 and secondary authorities huscroft's book is both a significant statement in its own right and an ideal introduction to other work in the field professor david carpenter king's 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

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

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