

# Mcgraw Hill Operations Management Stevenson

## 11e

Operations Management  
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Operations Management  
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The Essence of Operations Management  
Production/operations Management  
Operations Strategy  
Operations Management  
Operations Management  
Production/operations Management  
Management Fundamentals of Operations Management  
Operations Management in the Supply Chain  
Operations Management Encyclopedia of Operations Management, The ; A Field Manual and Glossary of Operations Management Terms and Concepts  
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Production and Operations Management  
Operations Management in the Supply Chain  
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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 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 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

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

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

this text surveys the field of operations in the services and manufacturing sectors it

provides coverage of the strategies of designing a product or service through the processes making and delivering the product and controlling operations

ebook operations management theory and practice global edition

chase jacobs and aquilano operations management for competitive advantage 11 e cja provides a current and thorough introduction to the concepts processes and methods of managing and controlling operations in manufacturing or service settings the text provides comprehensive coverage from high tech manufacturing to high touch services with a balanced treatment chase jacobs and aquilano also thoroughly integrates and discusses current issues such as globalization supply chain strategy e business and erp the concepts are illustrated by using abundant real world examples articles illustrations problems and cases technology is integral to the success of this course as such cja also provide students and instructors with an innovative array of leading edge technology learning and teaching tools

aims to provide essential insights into the management of the function responsible for making products or providing services the text covers both the strategic and operational aspects of the pom task and introduces approaches to developing a pom strategy within a business

covers key aspects of managing either the production function responsible for manufacturing a product or an operations function responsible for providing a service the book includes case studies reflecting the nature of management an lpbb edition is available

this new core textbook underpinned by rigorous academic research and industry best practice offers a practical approach designed to provide students with the tools and techniques required to design and develop an operations strategy authored by two of the most well respected authorities in the field the book s clear and accessible content explains how operations strategy can create value for an organisation and positively impact on business performance case studies with international relevance and which draw on examples from a wide range of industry sectors help students to link theory and practice develop analytical and problem solving skills and gain an understanding of operations strategy in the real world this textbook caters primarily for mba students studying modules in operations strategy or operations management and is also suited to postgraduate students

studying operations strategy on specialist courses such as operations and supply chain management or logistics and operations management in addition this is an important text for final year level undergraduate students studying operations strategy or strategic operations management

this is the instructor s manual to accompany hill operations management 2e please see main record for details

operations management contemporary concepts and cases is an ideal book for the instructor seeking a short text with cases this book employs a cross functional perspective appealing to non majors and practical for use inan mba level course in operations management the size and price of the bookalso make the text attractive for the cross functional curriculum where students are required to purchase more than one text the cases offer variety in length and rigor and several are from harvard and darden this mix makes the book appropriate for both undergraduates and mba students

the material in this book is intended as an introduction to the field of production and operations management it is suitable for both undergraduate and graduate students

covering topics in the field such as business process reengineering services interdisciplinary links and the importance of processes the main focus is on concepts and operations management applications

operations management in the supply chain decisions and cases is an ideal book for the instructor seeking a short text with cases this book employs a cross functional perspective that emphasizes strategy and critical thinking appealing to non majors and practical for use in an mba level or undergraduate course in operations management the size and focus of the book also make the text attractive for the cross functional curriculum where students are required to purchase more than one text the sixteen cases offer variety in length and rigor and several are from ivesy stanford and darden this mix makes the book appropriate for both undergraduates and mba students

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

this is the perfect field manual for every supply chain or operations management practitioner and student the field s only single volume reference it s uniquely convenient and uniquely affordable with nearly 1 500 well organized definitions it can help students quickly map all areas of operations and supply chain management and prepare for case discussions exams and job interviews for instructors it serves as an invaluable desk reference and teaching aid that goes far beyond typical dictionaries for working managers it offers a shared language with insights for improving any process and supporting any training program it thoroughly covers accounting customer service distribution e business economics finance forecasting human resources industrial engineering industrial relations inventory management healthcare management lean sigma six sigma lean thinking logistics maintenance engineering management information systems marketing sales new product development operations research organizational behavior management personal time management production planning and control purchasing reliability engineering quality management service management simulation statistics strategic management systems engineering supply and supply chain management theory of constraints transportation and warehousing multiple figures graphs equations excel formulas vba scripts and references support both learning and application this work should be useful as a desk reference for operations management faculty and practitioners and it would be highly valuable for undergraduates learning the basic concepts and terminology of the field reprinted with permission from choice cro2 org copyright by the american library association

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

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