

Production Operations Management 5th Edition

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analyse and address organisational challenges using real world examples service operations management 5th edition by robert johnston et al is a market leading text on service operations management and provides a clear understanding of how service performance can be improved in organisations this textbook applies underlying theories to the real this text presents both a logical path through the activities of operations management and an understanding of the strategic context in which operations managers work it

features worked examples of techniques discussed in the text

this text complements production and operations management 5th ed it is an introductory text intended for those who are totally new to the subject and or who seek a familiarity rather than a full working knowledge an elbs lpbb edition is available

written by best selling authors in their field the fifth edition of operations and process management inspires a critical and applied mastery of the core principles and process which are fundamental to successfully managing business operations approaching the subject from a managerial perspective this innovative text provides clear and concise coverage of the nature principles and practice of operations and process management

now in its 5th edition operations strategy continues to provide a comprehensive understanding of the interaction between operational resources and market requirements companies such as apple and google have transformed their prospects through the way they manage their operations resources strategically turning their operations capabilities into a formidable asset the ideas and examples in this book illustrate how operations strategy can develop these capabilities by building on concepts from strategic management operations management marketing and hrm this is the ideal text for advanced undergraduate and postgraduate students 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

covering the applied managerial perspective of the travel industry this book looks at the core disciplines and the application of theory to practice considering individual and corporate social responsibility it teaches effective managerial skills by reviewing legal frameworks quality management and marketing financial management and the management of shareholders and stakeholders it discusses current trends such as sustainability and governmental emission targets against a background of the needs of a commercial business to innovate and increase profits a valuable tool for both students and those working in the travel industry this new edition includes new content a revised structure and all new international case studies

in this text the authors balance the presentation of both corporate strategy and analytical tools by presenting decision making within the context of a firm s competitive priorities a technology focus is new to this edition with internet research exercises expanded powerpoint slides for the teacher and support student software real world examples demonstrate how manufacturing and service organizations meet operations challenges and internet activities direct students to evaluate real world software this edition features a cross functional perspective that demonstrates how operations is linked to other functional areas such as it marketing finance and hr

russell and taylor both affiliated with the pamplin college of business at virginia polytechnic institute and state university use rice production and distribution as an ongoing example to convey the global nature and pervasive impact of operations management in this text for business students

this essential textbook introduces the work of sport management and sport development from the perspective of the day to day operational challenges faced by managers and sport development officers it addresses the practicalities of designing and delivering sport services safely efficiently and effectively for profit or in non profit contexts the book covers core topics such as time management project management customer care developing partnerships fundraising crisis management and research it adopts a problem based learning approach with a strong practical focus on putting theory into practice to illustrate good practice and to help the reader develop sound operational skills knowledge and decision making underpinned by the principles of safety effectiveness and efficiency it features a range of diverse international case studies covering different sports and operational management challenges including global pandemics and terrorism connecting theories ideas and scientific disciplines the book helps managers approach operations management more creatively combining both management and development work to show areas of difference and overlap it also introduces systems theory and the principals of marginal gains or small wins to help managers develop working cultures which can be utilised in all areas of management encouraging a culture of learning reflection and ethical action sport operations management and development is designed for both practitioners and students working in sport management development coaching or aspects of sport science

this text is designed as a briefer less technical introduction to operations management than the more traditional principles of operations management texts available in two versions the hardcover version includes the quantitative tutorials and the softcover version does not most mathematical techniques are covered in the chapter supplements which are found in both versions

concerns the management of the essential parts of any business the goods producing and service producing processes this revised and updated edition includes 22 international case studies which illustrate the practical applications of issues discussed in the book

the field of operations management is increasingly recognized as being crucial to the success of a company the premise of this book is that learning specific analytical techniques can provide a deeper understanding of the problems in operations management than merely reading about these problems the book is concise while still providing a broad discussion of the issues and details to learn these valuable tools each problem area is introduced with an overview of the issues that must be addressed and the array of tools available to analyze them next detailed examples are presented through these examples the ramifications of the various approaches and the tradeoffs that must be considered when choosing one approach over another are explored the book is a valuable resource for researchers students and business practitioners

the 5th edition of operations management continues to incorporate more of a business qualitative focus with less emphasis on a quantitative presentation to om this new edition is focused on offering more problem solving hints and tips as part of the solution to most examples and solved problems throughout the book new content changes include an increased coverage of sustainability each chapter has a new section that features information on how sustainability is impacting the topic of that chapter there is a new second virtual case on healthcare and operations management more coverage of technology and technology examples via operations and supply chain management as well as many new current examples such as jit and how the automotive industry supply chain was disrupted from the japan earthquake

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