

Service Operations Management Johnston Clark

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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

service operations management is an invaluable guide to students and managers confronting operational issues in service management whether from a general management perspective or

focused in specific sectors such as tourism and leisure or business services this book is ideal for undergraduates postgraduates or executives wishing to gain a deeper understanding of managing service operations and improving service delivery johnston and clark is an outstanding text and should remain at the forefront of service management texts for the foreseeable future it has attracted excellent student feedback geoffrey plumb senior lecturer staffordshire university finally a book that encompasses and illustrates all the phases of service processes giving the right emphasis to each rather than focusing exclusively on the marketing aspects of the service context andrea vinelli professor of operations management university of padova italy

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

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

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the third edition of this clearly structured case book has been expanded and updated and includes an introduction to the analysis of operations management cases key areas of operations management are dealt with including new areas such as operations strategy performance measurement and tpm

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

were you looking for the book with access to myomlab this product is the book alone and does not come with access to myomlab buy operations management with myomlab access card 7e isbn 9780273776291 if you need access to the mylab as well and save money on this brilliant resource operations management is important exciting challenging and everywhere you look important because it enables organisations to provide services and products that we all need exciting because it is central to constant changes in customer preference networks of supply and demand and developments in technology challenging because solutions must be must be financially sound resource efficient as well as environmentally and socially responsible and everywhere because in our daily lives whether at work or at home we all experience and manage processes and 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 médecins sans frontières amazon ecover dyson disneyland paris google the north face and many more need extra support this product is the book alone and does not come with access to myomlab this title can be supported by myomlab an online homework and tutorial system which can be used by students for self directed study or fully integrated into an instructor s course you can benefit from myomlab at a reduced price by purchasing a pack containing a copy of the book and an access card for myomlab operations management with myomlab access card 6e isbn 9780273776291 alternatively

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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

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

operations and process management features principles and practice for strategic impact by nigel slack stuart chambers robert johnston and alan bett's these processes cut across any company any organisation operations is not just about the operations function we all manage business processes and everyone is an operations manager this new book from europe's leading operations authors offers a diagnostic process approach to the subject of operations management it takes you through the key questions needed to gain insight into each topic this is a more concise book it includes lo

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

robert johnston was professor of operations management at warwick business school robert also served on the editorial boards of ten leading journals and was an honorary fellow of the european operations management association and a vice president of the institute of customer service michael shulver has lectured on service operations management at bath school of management warwick business school and birmingham business school at birmingham michael designed and set up the world s first accredited wholly online mba programme nigel slack is emeritus professor of operations management and strategy at warwick business school an honorary professor at bath university and honorary fellow of the european operations management association nigel is a consultant researcher and teacher with experience in financial services oil and gas utilities retail professional services general services aerospace fmce and engineering manufacturing address real world organisational challenges by applying the principles of service operations management service operations management 6th edition is a leading text in the field and provides an understanding of how service performance can be improved in organisations it applies underlying theories to the real world issues faced daily by service operations managers by providing a diverse range of examples and illustrations from a wide range of international businesses plus frameworks and techniques to help you better analyse existing operations and understand ways to deal with operational challenges this book can be used to support a dedicated service operations management course or a service focused course in operations management the book is also ideal if you want to build on knowledge of the basic principles of operations management and it serves as a handbook for operations managers in service organisations key features real life examples from organisations around the world ensure all types of service are covered from metro bank to médecins sans frontières from apple to

aldi from costa coffee machines to cubitts eyewear and more end of chapter case studies cover essential concepts and offer application opportunities that will strengthen your understanding a focus on how concepts work out in practice such as in the expanded service concept and customer relationships chapters both of which now incorporate new running case studies major updates for this edition include thoroughly revised and updated chapters on service strategy and people in the service operation new material on the impacts of innovative technologies on services and a greater consideration of the environmental and sustainability impact of operations the leading service operations book which we have used for 9 years excellent range of theory very accessible to all student levels and extremely applicable within the global business world andrew parker associate professor and former senior industrial operations practitioner university of birmingham a highly readable text with invaluable insights into modern service operations it covers cutting edge technologies emphasises sustainability and illustrates key concepts through real world examples an essential resource for students and managers dr marina papalexis senior lecturer in operations and project management manchester metropolitan university everyone should understand what services are we exist in them for them and we are them this book brings this to life through case study theory and application professor liz breen professor of health service operations school of pharmacy medical sciences university of bradford alan betts founded ht2 limited a pioneering learning software company which he led to win the queen s award for innovation alan has worked at warwick business school and the university of san diego

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