

## Cases In Operations Management The Dryden Press Series In Management Science And Quantitative Methods

Cases in Operations Management Building Customer Value Through World-Class Operations SAGE

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.

This book is a novel treatment of Operations Management. It takes a fresh insight to this increasingly important topic, exploring fundamental principles equally applicable to service and manufacturing situations. The book adapts a strategic stance by providing a framework for effective decision making and is aimed at practising managers who need to design working processes, manage change and make decisions within a strategic framework. The framework and supporting case vignettes allow the practitioner to grasp essential concepts quickly in a range of different operational contexts. "Bamford and Forrester have done an excellent job in creating a concise, salient, and appealing approach - they have captured the essential elements of designing processes, products and work organizations; exploring approaches to operations planning and control; managing change through effective project management and technology transfer; and then managing quality and improvement strategies". —Professor Rob Handfield, Professor of Supply Chain Management, North Carolina State University, USA "This is an excellent concise text that introduces students to all of the key areas - it's an invaluable aid for students in understanding all of the major aspects of operations and their importance to the success of businesses". —Professor Steve Brown, Professor of Management, University of Exeter Business School, University of Exeter, UK "For today's or tomorrow's business leaders this text has well structured invaluable content ready for immediate adoption. Follow the guide, put it into practice, and the rewards will follow". —Mr Vernon Barker, Managing Director, First TransPennine Express, First Group Plc, UK "This book combines technical theory 'book smarts' with real life experience 'street smarts' in a flowing read". —Mr Stephen Oliver, Vice President Marketing & Sales, Vicor Corporation, Boston, USA

This is a substantial new edition of a successful textbook which continues to have a sensible and 'easy to read' style. Each Chapter has a past/present/future theme with a real strategic approach. Strategic Operations Management shows operations as combining products and services into a complete offer for the customer. Services are therefore seen as key and are integrated throughout the material in each chapter. Manufacturing, service supply and other key factors are all shown to be in place. In an era where companies are fond of talking about core competences but still struggle to understand their operations, this is an important for academics and practitioners alike. Only when managers understand their operations will they be able to leverage them into any sort of capabilities that will lead to competitive advantage. Online tutor resource materials accompany the book.

Franchising now represents more than 10% of the US economy and 50% of US retail sales, and this winning business model is now showing exceptional promise outside the

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US as well. Both franchisors and franchisees are beginning to discover immense opportunities to extend operations or build new franchises in emerging markets. Of course, success will depend on their ability to execute – and extending successful franchising operations outside their home markets requires significant new skills, knowledge, and expertise. In *Global Franchising Operations Management*, the field's leading expert and author brings together an unprecedented collection of in-depth cases that illuminate the field's unexplored opportunities, key pitfalls, and proven best practices. Ilan Alon thoroughly covers key challenges from both the franchisor and franchisee perspective, teaching lessons learned by Marks and Spencer, Ruth's Chris Steakhouse, Athlete's Foot, Kodak, Sari Organic, and other pioneers. Through these cases, he addresses pivotal issues such as: Should you take your franchise operation global? What unique marketing and demand management challenges will you face in doing so? Do Master Franchisee or Micro-Franchising strategies make sense for you? What are their risks, and can those risks be managed? How can you efficiently manage logistics, supply chains, and operations in unfamiliar markets? Whatever your role or potential role in global franchising operations, this book will be an indispensable resource.

"Essentials of Operations Management" has been designed for those who want an inexpensive text that will provide only the essential information related to operations. Written by an author with many years of teaching experience at both the undergraduate and MBA level, "Essentials of Operations Management" takes a global approach and places emphasis on strategy and forecasting.

This book is designed to provide new case resources for Operations Management courses. It is a series of cases that address functional-level problems which can be studied, analyzed, and resolved using the tools and techniques typically presented in the core Operations Management curriculum. The cases in this book come from six different companies. For each company, there are three cases dealing with common Operations Management problems. 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.

*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 in an MBA level course in operations management. The size and price of the book also 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.

*Logistics, Supply Chain and Operations Management Case Study Collection* is a rich and varied compilation of relevant case studies from across logistics, supply chain management and operations. It contains real life scenarios from leading companies including Volvo, Vortex, Honda of America, Green Cargo and Swedish Transport Administration. It includes a foreword by Martin Christopher. Comprehensive in scope and scrupulous in detail, *Logistics, Supply Chain and Operations Management Case Study Collection* includes actual events experienced by businesses of every size, from SMB's to some of the most successful corporations in manufacturing, transportation, hospitality and other industries. In these pages readers will discover proven tactics and innovative solutions for handling uncertainties, solving problems and circumventing risk, plus a wealth of information to guide strategy and decision making. Readers who are involved in logistics and supply chain management will find the collection

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extremely helpful. Directors and managers will find immediate application of strategies and tactics to their own situations and challenges and learn to identify potential pitfalls before they become chronic issues. Training professionals will have a valuable tool for testing management proficiency in crisis mitigation and resolution, and particularly useful in academic curriculum, independent learning modules and professional training programs. Academics and professional trainers will benefit from expanded question and answer sections designed to measure knowledge transfer and lessons learned. Students will learn from engaging, topical situations that are highly relevant to the fields of logistics, supply chain management and operations, and both students and prospective managers will learn crucial skills to meet current challenges, qualify for professional advancement and achieve success.

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 Ivey, Stanford, and Darden. This mix makes the book appropriate for both undergraduates and MBA students.

Operations management (OM) is the function concerned with the planning, design, implementation, and control of business operations in the production of goods and services. OM has expanded from its original factory-centric orientation to encompass the service industry and the respective, accompanying supply chains, with a broad, global range of applications, increasing reliance on quantitative analysis, and the development and the use of supporting computer-based information systems and technology. This book highlights some critical aspects and advances in the field of operations management. Topics covered include investigations in the area of sustainable supply chain management; the application of OM principles to the deployment of field laboratories to address epidemics; and novel approaches to applying operations management in response to increasingly diverse requirements, circumstances, and performance criteria.

This book is intended to enhance the knowledge of MBA students in Operations Management acquired in a basic level course. The case-study material covered relates to a wide spectrum of management activities, and deals with the application of statistical, operations research and system analysis methods to problems categorized under several headings. The book can therefore be used in conjunction with a course in Operations Management or as an independent second course. Thirty-one real-world cases in the book are the result of several years of research work by the authors, including consultancy assignments, doctoral dissertations, and project assignments of graduate management students. The cases are research oriented and encourage students to think rigorously in an environment of uncertainty of a real-world situation. The cases are comprehensive enough to drill students in devising alternative methods of solutions, and arm them with a deep understanding of decision-making processes instead of merely providing them with a general appreciation of managerial perspective. These realistic cases help in learning applications of quantitative and analytical techniques of management, bringing home to the student the challenges of managing activities throughout the organization. Though a new title, it is an enlarged version of Dr. Krishnaswamy's earlier book Cases in Production/Operations Management. The SAGE Course Companion on Operations Management is an accessible introduction to the subject that will help readers to extend their understanding of key

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concepts and enhance their thinking skills in line with course requirements. It provides support on how to revise for exams and prepare for and write assessed pieces.

Readers are encouraged not only to think like an operations manager but also to think about the subject critically.

Electronic Inspection Copy available for instructors here Key Concepts in Operations Management introduces a selection of key concepts and techniques in the field.

Concise, informative and contemporary, with consideration given to explaining the principles of the topic, as well as the relevant debates and literature, the book contains over 50 concept entries including: Operations Strategy, Managing Innovation, Process Modeling, New Product Development, Forecasting, Planning and Control, Supply Chain Management, Risk Management and many more.

Score your highest in Operations Management Operations management is an important skill for current and aspiring business leaders to develop and master. It deals with the design and management of products, processes, services, and supply chains.

Operations management is a growing field and a required course for most undergraduate business majors and MBA candidates. Now, Operations Management For Dummies serves as an extremely resourceful aid for this difficult subject. Tracks to a typical course in operations management or operations strategy, and covers topics such as evaluating and measuring existing systems' performance and efficiency, materials management and product development, using tools like Six Sigma and Lean production, designing new, improved processes, and defining, planning, and controlling costs of projects. Clearly organizes and explains complex topics Serves as an supplement to your Operations Management textbooks Helps you score your highest in your Operations Management course Whether your aim is to earn an undergraduate degree in business or an MBA, Operations Management For Dummies is indispensable supplemental reading for your operations management course.

Appropriate for both undergraduates and MBA students, Operations Management in the Supply Chain: Decisions and Cases, 8e is a guide to operations that takes a unique approach to decision making with a strong emphasis on case materials to put concepts into practice. It provides a balanced treatment of both service and manufacturing firms in a fully updated 4 color revision with modern real-world topics, more Connect content and case solutions. This is the first book to include cross functional decision making for non-majors. In addition, current knowledge is included on global operations, supply chain management, competency-based strategy, Six Sigma, lean systems, artificial intelligence, analytics, sustainability, supply chain risk, and digital technology content like 3D printing and blockchain. Enhanced Connect content includes, SmartBook 2.0, OMintheNews, Practice Operations, and Interactive Data Problems designed to help students visualize key concepts.

In the fast changing business and financial markets, the role of operations manager is crucially important to any organisation. As automated processes increase and settlement cycles shorten, the demands on operations managers to embrace change and to become cost effective contributors to the bottom line increases. This book follows on from Fundamentals of Global Operations Management, 2e (0470026537). Author David Loader explores the challenges of being a good supervisor and manager in an environment of constant change, variable workloads and pressure to deliver quality services cost-effectively. He covers the key aspects of the role, which include



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managing risk, people and clients.

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.

Featuring case studies from varied settings with strong grounding in real-world decisions, this text illustrates basic concepts while expanding students' understanding of economic, political and cultural concerns that must be interwoven into such key areas as process design, quality and supply chain management.

Volume 2 of Logistics, Supply Chain and Procurement Case Study Collection contains new case studies tackling Supply Chain and Procurement issues, aiming to provide solutions affecting a range of different businesses.

Comprehensive in scope and scrupulous in detail, this collection includes actual events experienced by businesses of every size, from SMB's to some of the most successful corporations in manufacturing, transportation, maritime and other industries. Readers will discover proven tactics and innovative solutions for handling uncertainties, solving problems and circumventing risk, plus a wealth of information to guide strategy and decision making. Readers involved in logistics and supply chain management will find the Logistics, Supply Chain and Procurement Case Study Collection full of: immediate application of strategies and tactics to situations and challenges; valuable tools for testing management proficiency in crisis mitigation and resolution; independent learning modules and professional training programmes; expanded question-and-answer sections designed to measure knowledge transfer and lessons learned; engaging, topical situations highly relevant to the fields of logistics, supply chain management and operations. Students and prospective managers will learn crucial skills to meet current challenges, qualify for professional advancement and achieve success. This book takes a pedagogical approach that is participative and interactive, involving the case study method of learning. Chapters start with an Indian case study of a well known company. This is used as a capstone case for the chapter. The student will find this an easy learning experience as data and additional information for these enterprises is readily available. The selection of such cases makes classroom learning truly suited to the Indian business environment. The value driven approach to Operations Management is used in structuring the text into three modules. The first module discusses the infrastructure function of Operations Management. Infrastructure function is considered to be product, process, capacity and location. Module Two describes the structure of the operations function. This includes quality and other product transformation processes. Module Three focuses on the organization, people and processes i.e. the job, the work, and the workplace. In addition, most of the mathematical techniques have been separated into supplements attached to the relevant chapters. Software solutions for the techniques have been explained in the text.

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Every mathematical technique is exemplified with a number of solved problems. Unlike many Production and Operations Management texts, this book covers E-commerce, Industrial Safety, Maintenance, Environmental Management (Green Productivity) and new technological trends in the discipline. These sections should add to the significance of exploring how firms can gain competitive advantage and promote sustainable development at the same time. The last section of the book comprises of a selection of cases from The Indian Institute of Management at Ahmedabad. The cases encompass the entire spectrum of Indian Industry the private and the public sectors, professional and family managed business organizations, service and manufacturing industries, single industry and conglomerates. The cases relate to Operations Strategy, Supply Chain Management, Capacity Planning, New Products, Manufacturing Technologies, etc. The Case Studies are of world class. Prof. Tirupati, one of the authors of the case studies, according to Management Science, has penned one of the top 100 management articles in the 50 years. The book is comprehensive, lucid and easy to read and understand. It should be of great value both to students and faculty.

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 eighteen cases offer variety in length and rigor; and several are from Ivey, Stanford, and Darden. This mix makes the book appropriate for both undergraduates and MBA students.

William V. Gehrlein's Operations Management Cases provides a new collection of cases suited for introductory OM students. These OM cases have all been classroom tested with undergraduates and MBA's and are unique in providing plenty of teachable and tested analysis opportunities for students. Gehrlein's book provides cases on all OM topics, with plenty of emphasis on analytic topics such as forecasting, inventory and scheduling.

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

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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.

The second edition of Security Operations Management continues as the seminal reference on corporate security management operations. Revised and updated, topics covered in depth include: access control, selling the security budget upgrades to senior management, the evolution of security standards since 9/11, designing buildings to be safer from terrorism, improving relations between the public and private sectors, enhancing security measures during acute emergencies, and, finally, the increased security issues surrounding the threats of terrorism and cybercrime. An ideal reference for the professional, as well as a valuable teaching tool for the security student, the book includes discussion questions and a glossary of common security terms. Additionally, a brand new appendix contains contact information for academic, trade, and professional security organizations. \* Fresh coverage of both the business and technical sides of security for the current corporate environment \* Strategies for outsourcing security services and systems \* Brand new appendix with contact information for trade, professional, and academic security organizations

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