

Operations Management 2nd Edition

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.

Introduction to Operations Management: A Supply Chain Process Approach details how firms buy, make, deliver, and return goods and services around the globe, providing students with a solid foundation of operations management concepts and techniques. The text offers a set of activities that guide the effectiveness of organizations and prepare operations managers and other employees to ensure their firms are competitive. The book is organized from a strategic to a tactical perspective, beginning with foundational concepts and ending with broader discussions of managing supply chains. Dedicated chapters address corporate strategy, services design, inventory management, aggregate planning, forecasting, lean systems, quality management, integrating processes along the supply chain, and more. Numerous real-world examples, cases, and engaging exercises allow students to place themselves in the

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shoes of working operations management professionals. The second edition features examples of real companies using analytical tools in decision-making situations, as well as extensive web-based content including flashcards, YouTube videos, and graded chapter quizzes. The textbook's coverage also includes emerging trends for most chapters, such as sustainability, customer relationships, and working in the global marketplace. Written for today's students and the exciting, ever-evolving marketplace, the second edition of Introduction to Operations Management is the text to bring operations management into the modern era.

"Virtually every business need is supported in some way by information technology. As IT operations professionals, you must be in a position to deploy and support the best IT solutions across a broad range of technologies to effectively contribute to your company's competitive advantage." "To respond to your ever-expanding needs as IT operations professionals, we've expanded the new edition of the Enterprise Operations Management Handbook to include four new sections which introduce you to the latest technology developments shaping the industry." "In addition, you get detailed coverage of IT management, data center management, application infrastructure and operations, enterprise network management, desktop computing, equipment asset management, customer support operations, quality control, computer security, and contingency planning." --Book Jacket.

Featuring an ideal balance of managerial issues and quantitative techniques, this

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introduction to operations management keeps pace with current innovations and issues in the field. It presents the concepts clearly and logically, showing readers how OM relates to real business. The new edition also integrates the experiences of a real company throughout each chapter to clearly illustrate the concepts. Readers will find brief discussions on how the company manages areas such as inventory and forecasting to provide a real-world perspective.

A concise and practical introduction to OM examining tasks and challenges faced by operations managers, featuring new video interviews with businesspeople showing how 'key ideas' from the text work in the real world, as well as a range of engaging case studies from global organizations.

ISE Operations Management
Healthcare Operations Management
Health Administration
Press

This book takes readers inside Chinese organizations and shows how factories are built, labor is managed, goods are sourced, quality is controlled, and logistics are handled. Leading business schools routinely offer undergraduate and postgraduate degrees in operations and supply chain management. Yet 200,000 U.S. jobs in supply chain management go unfilled each year owing to lack of talent. The talent that U.S. companies need, and that this book provides, is understanding how to make and buy products from China. How important is China to U.S. operations? In 2018, U.S. imports from China reached \$600 billion. Half of these imports were bought by U.S.

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manufacturers. A dependency on Chinese goods is even greater when looking at U.S. supply chains. Sixty cents of every dollar that U.S. consumers spend on goods made in China go to U.S. workers and companies. Successful operations and supply chain managers understand manufacturing in China. This book takes readers inside Chinese organizations and shows how factories are built, labor is managed, goods are sourced, quality is controlled, and logistics are handled. Through this immersion experience, readers are able to see the opportunities and pitfalls in manufacturing in China.

Managing Operations Across the Supply Chain is the first book to offer a global, supply chain perspective of operations management – a treatment that embraces the foundations of operations management but includes new frameworks, concepts, and tools to address the demands of today and changing needs of the future. It reflects three key shifts in operations management: 1. From a focus on the internal system to a focus on the supply chain 2. From a local focus to a global focus 3. From an emphasis on tools and techniques to an emphasis on systems, people, and processes

Research Methods for Operations Management, second edition is a toolkit of research approaches primarily for advanced students and beginner researchers but also a reference book for any researcher in OM. Many students begin their career in research limited by the one or few approaches taken by their department. The concise, accessible overviews found here equip them with an understanding of a variety of methods and how to use them, enabling them to

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tailor their research project to their own strengths and goals. The more seasoned researcher will find comprehensive descriptions and analyses on a wide variety of research approaches. This updated and enhanced edition responds to the latest developments in OM, including the growing prominence of services and production of intangible products, and the increasing use of secondary data and of mixed approaches. Alternative research approaches are included and explored to help with the early planning of research. This edition also includes expanded literature review and analysis to guide students towards the next steps in their reading, and more detailed step-by-step advice to tie theory with the researcher's own practice. Including contributions from an impressive range of the field's leading thinkers in OM research, this is a guide that no-one embarking on an OM research project should be without.

This Book Presents Lucid Treatment Of A Wide Range Of Issues Involved In Production And Operations Management. It Focuses On The Latest Techniques In Production Planning And Control Considered To Be Pivotal For Organizations, Which Aim At Maximizing Their Productivity And Profitability. The Book Further Discusses In Detail The Production System Concept, Facility Location, Plant Layout Design, Production Scheduling, Mass Production Techniques Such As Assembly Line Balancing Maintenance Planning And Control, Scheduling,

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Quality Control; And Modern Production Management Tools That Include Cim, Tqm And Iso 9000 Series. Primarily Designed As A Textbook For Various Courses Like Bbm, Bba, B.Com., Mba And Also Useful For Students Pursuing Courses, Production And Operations Management, Mechanical, Industrial And Production Engineering Of Bangalore And Other Indian Universities. Salient Features: * Book Is Written In Simple And Lucid Style * Contents Are Presented In A Most Meticulous Manner * Charts Are Provided For Easy Understanding Of The Concepts * Exercises Are Designed For Self-Evaluation And Include Objective Type, Analytical Type And Application Type Questions * Contains Examination Question Bank * Contains Exhaustive Glossary Of Terminologies * Focuses On Materials Management Concepts And Techniques * Focuses On Plant Location And Layout Concepts * Focuses On Statistical Quality Control Concepts And Technique * Focuses On Industrial Engineering Concepts Such As Time Motion Study, Maintenance Management, Waste Management & Automation

Operations Management: Managing Global Supply Chains takes a holistic, integrated approach to managing operations and supply chains by exploring the strategic, tactical, and operational decisions and challenges facing organizations worldwide. Authors Ray R. Venkataraman and Jeffrey K. Pinto address

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sustainability in each chapter, showing that sustainable operations and supply chain practices are not only attainable, but are critical and often profitable practices for organizations to undertake. With a focus on critical thinking and problem solving, Operations Management provides students with a comprehensive introduction to the field and equips them with the tools necessary to thrive in today's evolving global business environment. A Complete Teaching & Learning Package SAGE coursepacks FREE! Easily import our quality instructor and student resource content into your school's learning management system (LMS) and save time. Learn more. SAGE edge FREE online resources for students that make learning easier. See how your students benefit.

Sustainable Logistics and Supply Chain Management is the essential guide to the principles and practices of sustainable logistics operations and the responsible management of the entire supply chain. Based on extensive research by experts in the field, this comprehensive book covers the whole scope of sustainable logistics. The book provides carefully reviewed research-led applications and case studies that have been especially developed for this revised edition with particular attention for use in a teaching context. The mini case studies are highly topical, relating the theoretical concepts to practice and what is actually happening 'on the ground'. Examining the subject in an

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integrated manner, this book examines all the key areas in sustainable logistics and supply chain management, including: sustainable product design and packaging; sustainable purchasing and procurement; cleaner production; environmental impact of freight transport; sustainable warehousing and storage; sustainable supply management; reverse logistics and recycling; supply chain management strategy, and much more. The book provides an excellent insight into the topic that will help managers, students, and scholars grasp the fundamentals of green supply and logistics management. This revised edition of Sustainable Logistics and Supply Chain Management includes valuable supporting online materials, including PPT presentations, chapter summaries, learning objectives, tips for teaching and in class activities.

Describing in great depth and detail all areas of hotel administration, this accurate book provides an up-to-date and comprehensive examination of the responsibilities of a hotel general manager. It shares with readers the procedures effective managers use to ensure their hotel's—and their own—ultimate success. **KEY TOPICS** This unique approach addresses all of the operating departments of a full-service hotel—Human Resources, Controller, The Front Office, Housekeeping, Food and Beverage, Safety and Property Security, Sales and Marketing, Facility Engineering and Maintenance—from the viewpoint of the

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General Manager. It also explores franchise agreements and management contracts, purchasing a hotel, and career opportunities. For current and future hotel general managers, and hotel department heads—i.e., executive housekeepers, directors of sales, controllers, and front office managers. Learn the full cycle of building a service business from concept formation through implementation. **SUCCESSFUL SERVICE OPERATIONS MANAGEMENT** shows you how. Through numerous examples, clear writing, and multiple study tools, you'll understand how to develop your business strategy and manage your capacities. Brief and easy-to-use, this Operations Management textbook is the one you'll turn to for years to come.

This introductory text provides comprehensive information on operations management. It provides a supply-chain approach and covers information from fields including marketing, business strategy, logistics and manufacturing. Complete guidance to the ins and outs of gaming operations Management personnel need a thorough understanding of the business side of the casino industry to ensure profits???and to avoid losses. It's a sure bet that Casino Operations Management, Second Edition will help current and future gaming management professionals better serve any casino. Written by experts with over 65 years of combined experience in the field, this Second Edition offers all the

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critical skills and know-how to equip gaming and casino operators with the knowledge needed for the management office, cage operations, and table game and slot operations. This updated edition features detailed coverage of: Current high-roller marketing tactics and their effect on profitability The effect of popular money management systems on casino profits The initial development process of an Indian casino Studies designed to identify the patronage motives of gamblers, including those of riverboat customers Slot club design: player rating issues, point accumulation schemes, and more Principles of casino floor design: managing table game and slot location Studies designed to measure the profit contribution of popular slot promotions Casino Operations Management, Second Edition uses simplified mathematics and statistics throughout, and provides readers with a thorough understanding of all aspects of the casino industry business. It is a must-have reference for students and casinos that develop managers internally.

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

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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 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 managing risk, people and clients.

Anybody working in sport management will be involved in the operation of a sports facility at some point in their career. It is a core professional competency at the heart of successful sport business. Sport Facility Operations Management is a comprehensive and engaging textbook which introduces cutting-edge concepts in facilities and operations management, including practical guidance from professional facility managers. Now in a fully revised and updated second edition—which introduces new chapters on capital investment and operational decision-making—the book covers all fundamental aspects of sport facility operations management from a global perspective, including: ownership structures and financing options planning, design, and construction processes organizational and human resource management financial and operations management legal concerns marketing management and event planning risk assessment and security planning benchmarking and performance management Each chapter

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contains newly updated real-world case studies and discussion questions, innovative 'Technology Now!' features and step-by-step guidance through every element of successful sport facilities and operations management, while an expanded companion website offers lecture slides, a sample course syllabus, a bank of multiple-choice and essay questions, glossary flashcards links to further reading, and appendices with relevant supplemental documentation. With a clear structure running from planning through to the application of core management disciplines, Sport Facility Operations Management is essential reading for any sport management course.

The SAGE Course Companion on Operations Management is an accessible introduction to the subject that will help readers to extend their understanding of key 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.

The phenomenon of globalization has increased in recent decades due to the opening of borders in Eastern Europe and the sudden emergence of other countries in the global trade economy. Yet, the process of becoming global to get access to growing markets or to achieve quality, service, and/or cost advantages from the reconfigured Value Chains is one of the most complex processes that companies undertake. Global Production Networks: Operations Design and Management addresses the challenges that companies face and proposes a range of innovative methodological approaches when designing and implementing global manufacturing and logistics networks. The book provides principles, tools, and techniques to help managers and practitioners tackle the design and management of global manufacturing

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and logistics networks. It presents guidelines based on the key activities and decisions of operations management for companies that have begun the internationalization process over the past few years, focusing on small and medium enterprises, and includes case studies that show best practices and recent trends. The author has worked closely with researchers and practitioners throughout the world to offer a methodological answer for the analysis and design of global networks with productive multilocation as well as the design of plants, warehouses, and supplier networks in new international contexts. The text also outlines the GlobOpe (Global Operations) framework and roadmap that outlines a logical path to identifying sources of competitiveness when designing and managing Global Production Networks. The process of internationalization in global markets has often been tackled from the business point of view, but rarely from the perspective of the production and logistics systems that support it. This book takes an in-depth look at the strategy of production and logistics operations, providing a roadmap for managers who need to analyze, assess, define, and deploy the operations strategy in their companies.

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

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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

An integrated media and text solution which clearly demonstrates the relevance of operations to everyday business activities, through extensive use of text and running video case studies from companies such as Ikea, Domino's, EasyJet, and Ticketmaster. A truly engaging package for those with little knowledge or experience in operations management.

Describes the key concepts of operations management, covering such topics as planning and control, the role of technology, and "just-in-time" techniques.

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.

Market_Desc: · Business Studies, Accounting, Finance, and Operations Management courses that offer practical computing skills as an integral part of the course syllabus- Managers and Analysts who want to develop their model-building skills Special

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Features: · The use of spreadsheet models in finance, business and management decision-making is on the increase· Other books on spreadsheet modeling tend to focus on applied management science and complex financial models, which restricts the market· This new edition will follow the active learning approach which focuses on the practical aspect of how to build computer models while summarizing the mathematical logic as to why the model is so constructed· A website will accompany the text, containing hands on development models to enable the reader to put theory into practice·· A new chapter entitled Investment Analysis Models will be added to widen the appeal to students in finance and accounting·· All references to Excel (including the Excel refresher notes in the appendix) have been upgraded to reflect the latest version of Microsoft Office (e. g. Excel 2003 and Windows XP)· Job sequencing including a VBA routine for Johnson s Rule· Multiplicative Holt-Winter s model About The Book: This text adopts an active learning approach with the emphasis being placed on the utilization of software tools to help build models. The learn by example approach used throughout the book guides the user through the complexities of model building. Every day examples from business and operations management form the basis of the book s hands on development models that help the reader to appreciate Excel s power and flexibility.

Operations management is increasingly a critical skill needed in today's health care leader. Managing your organization's complex interdisciplinary processes, labor and

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asset productivity, and operational performance involves quantitative and qualitative skills. Covering a range of topics from quality management to data analyses, Health Care Operations Management: A Systems Approach clearly explains the important concepts and skills necessary to lead a modern health care organization. Logically organized in four parts, Health Care Operations Management: A Systems Approach looks at operations, systems and financial management; methods for improving operations; analytical tools and technology; and health care supply chain. Thoroughly revised, the new Third Edition offers new content on health plan operations, use of information technology in operations management, and analytics – topics often overlooked in most health care operational management texts.

Prepare future hotel general managers to efficiently supervise and run a midsize full-service hotel. Hotel Operations Management provides an up-to-date and comprehensive examination of all aspects of hotel administration from the viewpoint of the hotel general manager. Detailed information addresses the operating departments of a full-service hotel: Human Resources; Controller; The Front Office; Housekeeping; Food and Beverage; Safety and Property Security; Sales and Marketing; Accounting; and Facility Engineering and Maintenance. In-depth discussions highlight the importance of human resources in the labor-intensive hotel industry, franchising and contract management of properties in an ever-decreasing "Mom and Pop" segment, and hotel management in a global environment. Updated throughout to ensure that

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readers have the latest information, the Third Edition also includes new case studies, an entirely new chapter on guest services, and new end-of-chapter questions. This accurate book will give prospective hotel managers insight into all of the procedures effective managers use to ensure their hotel's--and their own--success.

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.

MATCHING SUPPLY WITH DEMAND by Cachon and Terwiesch is the most authoritative, cutting-edge book for operations management MBAs. The book demands rigorous analysis on the part of students without requiring consistent use of sophisticated mathematical modeling to perform it. When the use of quantitative tools or formal modeling is indicated, it is only to perform the necessary analysis needed to inform and support a practical business solution.

This updated edition of the book blends in new e-commerce technologies. Mobile commerce (M-commerce) and use of cloud computing are offering a new set of challenges and opportunities for those individuals who know what they are and how they are related to e-commerce. Their use opens up new markets, expanding the need for larger operations, which in turn requires greater knowledge of the operations

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management subjects presented in this book. The book is focused on issues, concepts, philosophies, procedures, methodologies, and practices of running e-commerce operations. It connects the basic operations management activities undertaken by every organization (e.g., inventory management, scheduling, etc.) and translates their application into issues and problems faced in the field of e-commerce. The book also provides current research findings, strategies, and practices that can help students in the field of operations management run and improve their e-commerce operations. It covers most of the basic operations management activities and functions and has been designed for an upper-level undergraduate business, a graduate business or engineering management course on e-commerce operations management for university students. Students interested in e-commerce operations will find this book a valuable guide to the important aspects of starting up and running an e-commerce operation. They can learn from reading this book how supply chains, products and processes, human resources and purchasing functions can supported and enhanced by the use of e-commerce. In addition, students can learn how to undertake forecasting and scheduling in e-commerce operations. Decision-makers and managers who have to reengineer e-commerce operations can also use this book as a guide to understanding e-commerce. The Instructor Manual and PowerPoint Slides for the book are available upon request for all instructors who adopt this book as a course text. Please send your request to sales@wspc.com.

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This text offers an introduction to operations management. Numerical models are used to illustrate decision processes, though the emphasis is rigorous, not quantitative, and there is material on supply chain management and e-commerce.

This book has been written for any organization that needs guidance on the journey toward sustainability. To be sustainable, your organization needs to consider the triple bottom line of economic, environmental, and social returns, so that it can be assured of a steady supply of inputs such as materials and labor. The author explains the first step toward sustainability: to reduce waste in operations, with such tools as lean and Six Sigma. He also helps guide your firm through a life cycle assessment (LCA) methodology for each of the main products or processes. LCA assesses the environmental impact (such as energy consumption) of a product or process through its life cycle: sourcing, manufacturing, distribution, use by consumers, and end of life. You then learn about becoming eco-efficient through ISO 14001, green buildings, renewable energy, and biofuels. The final step is to close the loop. To close the loop, you learn about servicizing, Design for Environment (DfE), and remanufacturing.

See - Understand - Discuss - Practice Operations Management makes it easy to:- identify the relevance of operations in the real-world;- understand the theory underlying the subject;- discuss and think critically about operations;- consolidate learning through practice. Aware that students taking their first module in Operations Management often have little first-hand experience of a working environment, the authors introduce all the core topics to students in a lively and engaging manner, making OM relevant and meaningful. Over 80 cases spanning local businesses to global companies showcase real-life operations and challenge students to think about the issues they may encounter in their future career. Cases include: Microsoft, HP,

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Dominos, ING Bank, EasyJet, Ticketmaster, Apple, Boeing, IKEA, NHS, Marriott, BP, and Sytner. Research insights point students in the direction of seminal and recent research in the field to further their reading, while learning outcomes and chapter summaries help to consolidate understanding and structure revision. The text is also augmented by extensive online resources such as animated diagrams, practice activities, video interviews, and quizzes. Relevant materials are signposted from each chapter, providing a truly holistic approach to the subject. Additional online resources include: For students: Animated diagrams from the book, with audio narration to help explain the concepts being depicted. Curated library of links to footage of 'Operations in Action'. Web-based activities. Multiple choice questions. Links to seminal paper. Flashcard glossary. For lecturers: Bespoke video case material consisting of interviews and processes tied to each chapter. Packaged as 5 minute clips, these can either be shown in relation to a chapter topic, or as a whole film to demonstrate how one company utilises many aspects of OM. Customizable PowerPoint slides. Tutor guide. Tutorial activities. Answers to discussion questions. Test bank.

Like its predecessor, this book focuses operations management and the strategic implementation of programs, techniques, and tools for reducing costs and improving quality. It not only covers the basics of operations management, but also explains how operations and process improvement relate to contemporary healthcare trends such as evidence-based medicine and pay-for-performance. The book's practical approach includes real-world examples to illustrate concepts and explanations of software tools that solve operational problems. This second edition has been thoroughly revised to address current issues facing healthcare managers. Major revisions include extensive updates to the chapters on statistical

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tools, Six Sigma, and the Lean enterprise. The chapter on project management now includes information on agile, and the chapter on scheduling and capacity management has been substantially rewritten and expanded. A new chapter on improving financial performance with operations management has been added. Key Features: Emphasizes the importance of operations management in implementing the Affordable Care Act Aligns strategic and operational goals, including the use of project management tools and balanced-scorecard techniques to execute and monitor projects Thoroughly explores performance tools, techniques, and programs, including Six Sigma, the Lean enterprise, and simulation Applies process improvement tools to supply chain management, scheduling, and other healthcare issues Includes chapter overviews, a running glossary, discussion questions, and problems for each chapter

The Enterprise Operations Management Handbook provides the expert advice and guidance of hundreds of leading computing practitioners and consultants. Covering all major areas of enterprise operations management, this edition provides essential information for managing a modern, evolving data center. Topics include business issues, technology issues, and operational issues. This current, practical reference also reviews such critical areas as strategic planning, data center management, data center controls, systems planning, network technology, contingency planning, human resource planning, desktop computing, and future directions. The Enterprise Operations Management Handbook serves as an invaluable tool for designing, building, and maintaining a high-performance, service-oriented data center. Operations Management in Context provides students with excellent grounding in the theory and practice of operations management and its role within organizations. Structured in a clear

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and logical manner, it gradually leads newcomers to this subject through each topic area, highlighting key issues, and using practical case study material and examples to contextualize learning. Each chapter is structured logically and concludes with summary material to aid revision. Exercises and self-assessment questions are included to reinforce learning and maintain variety, with answers included at the end of the text.

Describes how to build a competitive edge by developing superior operations This comprehensive, practice-oriented text illustrates how healthcare organizations can gain a competitive edge through superior operations – and demonstrates how to achieve them. Underscoring the importance of a strategic perspective, the book describes how to attain excellence in the four competitive priorities: quality, cost, delivery, and flexibility. The competitive priorities are interrelated, with excellent quality laying the foundation for performance in the other competitive priorities, and with targeted improvement initiatives having synergistic effects. The text stresses the benefits of aligning the entire operations system within the parameters of a business strategy. It equips students with a conceptual mental model of healthcare operations in which all concepts and tools fit together logically. With a hands-on approach, the book clearly demonstrates the “how-tos” of effectively managing a healthcare organization. It describes how to negotiate the different perspectives of clinicians and administrators by offering a common platform for building competitive advantage. To bring the cultural context of a healthcare organization to life, the book engages students with a series of short vignettes of a fictitious healthcare organization as it strives to achieve the status of a highly reliable organization. Integrated throughout are a variety of tools and quantitative techniques with step-by-step instructions to assist in problem solving and

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process improvements. Also included are mind maps linking competitive priorities and concepts, quick-reference icons, dashboards displaying measurement and process tracking, and boxed features. Several project ideas, team assignments, and creative thinking exercises are proposed. A comprehensive Instructor Packet and online tutorials further enhance the book's outstanding value. Key Features: Includes mind maps to connect competitive priorities, concepts, and tools Provides an extensive tool kit for problem solving and process improvements Presents icons throughout the text to emphasize competitive priorities and tool coverage Emphasizes measurement with dashboards and includes data files for statistical process control, queuing, and simulation Demonstrates human dynamics and organizational challenges through realistic vignettes Presents boxed features of frequently asked questions an real-world implementations of concepts Provides comprehensive Instructor Packet and online tutorials

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