

Operations Management 4th Edition

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.

Russell and Taylor's Operations and Supply Chain Management, 9th Edition is designed to teach students how to analyze processes, ensure quality, create value, and manage the flow of information and products, while creating value along the supply chain in a global environment. Russell and Taylor explain and clearly demonstrate the skills needed to be a successful operations manager. Most importantly, Operations Management, 9th Edition makes the quantitative topics easy for students to understand and the mathematical applications less intimidating. Appropriate for students preparing for careers across functional areas of the business environment, this text provides foundational understanding of both qualitative and quantitative operations management processes.

Operation Strategy Second Edition Nigel Slack and Michael Lewis Ideal for Advanced Undergraduate and Postgraduate students, this book builds on concepts from Strategic Management, Operations Management, Marketing and HRM to give students a comprehensive understanding of Operations Strategy. Features Comprehensive and accessible with authoritative authorship and an excellent blend of theory and practice A European context Engaging case studies Teaching resources including an Instructor's Manual with extensive case notes and PowerPoint slides at www.pearsoned.co.uk/slack. What's New? This new edition has been focused to concentrate on the most significant topics in the subject, with 10 chapters replacing the previous 15. New material has been added and coverage of some older topics has been revised (see new table of contents). End-of-chapter case exercises have been replaced by a major end-of-book section of 'Harvard-type' cases. New to the Instructor's resources online: additional cases and a set of questions and answers for class use / exam use. New coverage of hot topics, such as the implications of ERP and Six Sigma on ops strategy, agility and it's inter-relationship with lean, supply management issues, operations strategy for competitive advantage and SCM, and implementation.

Operations and Supply Management, as the title indicates, provides increased emphasis on supply chain management in the 12e. The 12e continues its market leading up-to-date coverage of service operations as well. The text includes solved examples and problems, enough cases for MBA courses to use without supplementing, and the industry leading technology support suite.

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.

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.

Strategic Operations Management Routledge

The updated fourth edition of Introduction to Security: Operations and Management provides a single, comprehensive text that balances introductory protection concepts with security management principles and practices. It presents a global view of security along with the practical application of security principles. Unmatched coverage of management topics such as planning, budgeting, and dealing with decision-makers make this an outstanding text for security management courses. The accessible and concise writing style makes it a top choice for students, while Ortmeier's focus on career preparation makes this edition an excellent prep tool for the ASIS International Certified Protection Professional (CPP) exam.

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

This widely adopted and well-established book, now in its Third Edition, provides the students of management and engineering with the latest techniques in production and operations management, considered so vital for maximizing productivity and profitability in business. What distinguishes the text is a comprehensive coverage of topics such as contract laws, capacity requirement planning, vendor evaluation including AHP method, quality function deployment, and enterprise resource planning. The new topics, which are of current interest, along with the characteristic features and easy-to-read style, would enhance the value of this text. The book is primarily intended as a text for postgraduate students of management, undergraduate students of mechanical engineering and undergraduate and postgraduate students of industrial, and production engineering courses. This profusely illustrated and well-organized text with its fine blend of theory and applications would also be useful for the practicing professionals. NEW TO THIS EDITION : Objective Type Questions at the end of each chapter Additional example problems in Chapters 5 and 17 XYZ, VED, FSN, and SDE analyses Process planning case study in Chapter 2 Case Study Questions in Chapters 2, 3, 4, 5, 6, 7, 9, 10, 11, 13, 14, and 15 Heuristic to minimise total tardiness in single machine scheduling KEY FEATURES : Focuses on productivity related concepts and techniques Provides solved examples at suitable places Includes sufficient tables and diagrams to illustrate the concepts Updates the reader with many efficient and modern algorithms Contains Answers to selected questions and Objective type questions

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.

Strategic Operations Management, 4th Edition, shows how vital it is to have world-class operations management in any organisation. In the past, where organisations tended to be more hierarchical than today, the words, "strategy" and "operations" were almost mutually exclusive. In today's highly competitive environment, though, strategic operations capabilities must be in place for organisations to provide goods and services that meet and exceed customer requirements. Key issues such as cost, speed, quality, flexibility and constant innovation are all part of strategic operations. However, achieving such

capabilities does not come by chance - instead a range of factors need to be put in place. This new edition pays equal attention to manufacturing and service sectors. It includes numerous references to, and discusses, major changes taking place in the business world, including 3-D printing; virtual organisations; Cloud - Big Data and the Internet of Things; Servitization, global markets, ongoing innovation and managing within complex supply networks. Cases are included from a range of settings across the globe. Students taking MBA, MSc and MBM classes on operations management, advanced operations management, and strategic operations management will find this textbook fulfills all their requirements whilst advanced undergraduate classes in these areas will also find the book an essential read.

This book addresses the changing, growing role of the housekeeping department to include maintenance of health club facilities, grounds, valet, and foodservice facilities.

MBA's in the workforce today are facing issues in such areas as supply chain management, the balanced scorecard, and yield management. This informative book arms them with a much-needed introduction to operations management and explains how to deal with the challenges in these areas. It guides them through all the basics including core competency, mass customization, benchmarking, business process design, and enterprise resource planning (ERP). All the while, it emphasizes the critical role that operations management will play in all the career paths that they choose. · The Nature of Operations · Strategy, Operations, and Global Competitiveness · Process Planning and Design · Six Sigma for Process and Quality Improvement · Capacity and Location Planning · Schedule Management · Supply Chain Management · Supplement. The Beer Game · Inventory Management · Enterprise Resource Planning · Lean Management · Project Management

All businesses strive for excellence in today's technology-based environment in which customers want solutions at the touch of a button. This highly regarded textbook provides in-depth coverage of the principles of operations and supply chain management and explains how to design, implement, and maintain processes for sustainable competitive advantage. This text offers a unique combination of theory and practice with a strategic, results-driven approach. Now in its fourth edition, Operations Management for Business Excellence has been updated to reflect major advances and future trends in supply chain management. A new chapter on advanced supply chain concepts covers novel logistics technology, information systems, customer proximity, sustainability, and the use of multiple sales channels. As a platform for discussion, the exploration of future trends includes self-driving vehicles, automation and robotics, and omnichannel retailing. Features include: A host of international case studies and examples to demonstrate how theory translates to practice, including Airbus, Hewlett Packard, Puma, and Toyota. A consistent structure to aid learning and retention: Each chapter begins with a detailed set of learning objectives and finishes with a chapter summary, a set of discussion questions and a list of key terms. Fully comprehensive with an emphasis on the practical, this textbook should be core reading for advanced undergraduate and postgraduate students of operations management and supply chain management. It would also appeal to executives who desire an understanding of how to achieve and maintain 'excellence' in business. Online resources include lecture slides, a glossary, test questions, downloadable figures, and a bonus chapter on project management.

Were you looking for the book with access to MyLab Operations Management? This product is the book alone and does NOT come with access to the MyLab. Buy Operations Management, 8th edition with MyLab Operations Management access card (ISBN 9781292254036) if you need access to the MyLab as well, and save money on this resource. You will also need a course ID from your instructor to access the MyLab. Operations management is important, exciting, challenging ... and everywhere you look! · Important, because it enables organizations 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.

Written by best-selling authors in their field, the Fourth 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 brand new text provides clear and concise coverage of the nature, principles, and practice of operations and process management.

4LTR Press solutions give students the option to choose the format that best suits their learning preferences. This option is perfect for those students who focus on the textbook as their main course resource. Extensively revised and reorganized, OM6 content includes a new integrative case that moves from chapter to chapter 35 related questions; a new treatment of value chain networks; greater emphasis on supply chain design; an all-new chapter devoted to supply chain management and logistics; and many new feature boxes and cases. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Managing Sport Facilities, Third Edition, provides students with the vital information and vocabulary to make smart decisions in all areas of facility management. This edition includes a new chapter on green facility management.

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

Global Logistics and Supply Chain Management is a comprehensive, fully up-to-date introduction to the subject. Addressing both practical and strategic perspectives, this revised and updated fourth edition offers readers a balanced and integrated presentation of Logistics and Supply Chain Management (LSCM) concepts, practices, technologies, and applications. Contributions from experts in specific areas of LSCM provide readers with real-world insights on supply chain relationships, transport security, inventory management, supply chain designs, the challenges inherent to globalization and international trade, and more. The text examines how information, materials, products, and services flow across the public and private sectors and around the world. Detailed case studies highlight LSCM practices and strategies in a wide range of contexts, from humanitarian aid and pharmaceutical supply chains to semi-automated distribution centers and port and air cargo logistics. Examples of LSCM in global corporations such as Dell Computer and Jaguar Land Rover highlight the role of new and emerging technologies. This edition features new and expanded discussion of contemporary topics including sustainability, supply chain vulnerability, and reverse logistics, and places greater emphasis on operations management.

Production and Operations Management, Sixth Edition by S N Chary continues to employ a strategic, technological and managerial framework that illustrates Quality Management, Productivity Concepts, Operations Planning, Operations Technology, Supply Chain Principles, Logistics and Environmental Considerations. The revised edition captures the effect of the latest advancements such as Fourth Industrial Revolution, Artificial Intelligence, Internet of Things etc. on the management culture and helps the readers understand the concepts in the most comprehensive and lucid way.

Ideal for Advanced Undergraduate and Postgraduate students, this book builds on concepts from Strategic Management, Operations Management, Marketing and HRM to give students a comprehensive understanding of Operations Strategy. Features Comprehensive and accessible with authoritative authorship and an excellent blend of theory and practice A European context Engaging case studies New to this edition · An approach that highlights some of the developments in operations strategy, especially how its concepts are having wider application. · Many new and updated examples, which cover the topical issues in operations strategy. Two thirds of the examples used are new or updated for to this edition. · The inclusion of some new material relating to such issues as the links between operations management and strategy, triadic supply relationships, knowledge management, and organizational ambidexterity. · New longer cases, but retaining those that proved popular from the previous edition. These cases can still be used form the basis of a whole course in operations strategy.

The Just-in-time (JIT) manufacturing system is an internal system in use by its founder, Toyota Motor Corporation, but it has taken on a new look. Toyota Production System, Second Edition systematically describes the changes that have occurred to the most efficient production system in use today. Since the publication of the first edition of this book in 1983, Toyota has integrated JIT with computer integrated manufacturing technology and a strategic information system. The JIT goal of producing the necessary items in the necessary quantity at the necessary time is an internal driver of production and operations management. The addition of computer integrated technology (including expert systems by artificial intelligence) and information systems technology serve to further reduce costs, increase quality, and improve lead time. The new Toyota production system considers how to adapt production schedules to the demand changes in the marketplace while satisfying the goals of low cost, high quality, and timely delivery. The first edition of this book, Toyota Production System, published in 1983, is the basis for this book. It was translated into many languages including Spanish, Russian, Italian, Japanese, etc., and has played a definite role in inspiring production management systems throughout the world.

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.

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

Loaded with procedures, checklists, guidelines, samples, and templates, The Facilitator's Fieldbook covers all the key areas of successful team management, including establishing ground rules, planning meetings and agendas, brainstorming, resolving conflict, making decisions, and helping groups optimize their time. The completely revised third edition of this longtime go-to resource for novice and experienced facilitators provides new team-building exercises as well as updated information on virtual meetings, mediation, strategic planning, and much more. You'll also gain tips on maintaining the tone and flow of meetings, and will learn to determine when to delegate projects to individuals rather than assembling a group. Collaborative projects have become an increasingly prevalent feature of modern business strategies and workplace dynamics. But intentional, strategic facilitation is essential to making sure these groups and teams are effective. The Facilitator's Fieldbook provides readers the comprehensive tools and knowledge they need to help their teams--and, ultimately, their organizations--succeed.

Revised and updated, this second edition discusses first-line supervisors' management principles from a general management perspective. Covering a variety of topics—including fairness, business culture, leadership, and planning—the book acknowledges that all levels of management must be part of a strategic framework, but that responsibilities differ at various levels.

Employment relations, as well as some contemporary issues that influence operational managers, are also discussed.

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.

"This book aims to help healthcare management students and working professionals find ways to improve the delivery of healthcare, even with its complex web of patients, providers, reimbursement systems, physician relations, workforce challenges, and intensive government regulation. Taking an integrated approach, the book puts the tools and techniques of operations improvement in the context of healthcare so that readers learn how to increase the effectiveness and efficiency of tomorrow's healthcare system." -- back of the book

"Today, companies are competing in a very different environment than they were only a few years ago. Rapid changes such as a globally interconnected environment, the Internet, big data analytics, advances in technology, and sustainability imperatives have required businesses to adapt their standard practices. Operations management (OM) is

the critical function through which companies can succeed in this competitive landscape. Operations management concepts are not confined to one department. Rather, they are far-reaching, affecting every functional aspect of the organization. Whether studying accounting, finance, human resources, information technology, management, marketing, or purchasing, students need to understand the critical impact operations management has on any business"--

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