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The study and practice of operations has shifted to reflect the new challenges and uncertainties of how to thrive in today's ever-changing world. The Operations Advantage identifies the most significant challenges to the practice of operations management and gives guidance on how businesses can respond. Leaders need to link the strategic objectives of the business clearly and logically to its operations performance objectives. The book presents a series of ten activities that will help them to do this and therefore make operations work better, such as designing and configuring internal processes and resourcing the operations appropriately. Based on the global teaching, training and consultancy conducted by the author, The Operations Advantage looks at the application of operations management across a range of sectors, including finance, healthcare, professional services, oil and gas industries. Although these diverse sectors require operations practitioners to apply knowledge in different ways, they essentially deal with the same set of processes. The book is an indispensable and unique guide for anyone with an operational role in any organization, as well as operations management students and academics.

This Eighth Edition Of Operations Management: Processes And Value Chains Features A New Co-Author, Substantial Revision And Improvements While Maintaining Its Perspective And The Strategic Importance Of Operations Within A Business, As In The Past Seven Editions. This Timely And Topical Edition Will Prove Invaluable To Students Looking To Become More Effective Managers In Today S Competitive, Global Environment.

For undergraduate Operations Management courses. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems. Operations Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of problems on the market. The problems found in this text also contain ample support--found in the book's solved-problems, worked examples, and myomlab, Pearson's new online homework and tutorial system--to help students complete and understand assignments even when they're not in class. Note: This is the standalone book, if you want the book/access card order the ISBN below: 0133130762 / 9780133130768 Operations Management Plus NEW MyOmLab with Pearson eText -- Access Card Package consists of: 013292062X / 9780132920629 NEW MyOMLab with Pearson eText -- Access Card -- for Operations Management 0132921146 / 9780132921145 Operations Management

This new book provides a comprehensive and refreshing insight into the more advanced topic of operations strategy. It builds on concepts from strategic management, operations management, marketing, and human resources. A three-part organization covers the nature, content, and process of operations strategy. For practicing managers.

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. The full text downloaded to your computer With eBooks you can: search for key concepts, words and phrases make highlights and notes as you study share your notes with friends eBooks are downloaded to your computer and accessible either offline through the Bookshelf (available as a free download), available online and also via the iPad and Android apps. Upon purchase, you'll gain instant access to this eBook. Time limit The eBooks products do not have an expiry date. You will continue to access your digital ebook products whilst you have your Bookshelf installed.

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.

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

Essentials of Operations Management is a brand new concise version of the market-leading text Operations Management. It has been developed for students on short courses in operations management - for example, doing an initial course at undergraduate, postgraduate or post-experience level. In these books the author team have 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.

Based on the market-leading Operations Management, 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.

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.

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This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems. Operations Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of problems on the market. The problems found in this text also contain ample support--found in the book's solved-problems, worked examples, and myomlab, Pearson's new online homework and tutorial system. This edition has also been thoroughly updated to reflect operations management today—and now features myomlab, Pearson's online homework and tutorial system.

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. Examination Thesis from the year 2009 in the subject Business economics - Business Management, Corporate Governance, grade: 78/100, The Univer-

sity of Surrey (Surrey University), course: Production and Operations Management MBA P/T, language: English, abstract: Operations strategy can be defined as the strategic decisions and tactics which set the role, objectives and activities of a firm. It derives from the firm's capabilities, resources and processes, seeking to deliver competitive advantage to winning customers through meeting their needs. Competitive factors that are significant in winning customers' business are order winners. Improvements of these factors will likely result in gaining more business to the firm. In order for a firm to have a competitive advantage, it must understand and provide products and services whose factors create order winners for its customers. As a precursor, factors which customers have a certain minimum expected level from are defined as order qualifiers that firms should conform to. Therefore business decisions should be thought of in terms of order winning and order qualifying criteria, designed to win customers and drive business growth to the firm. A firm can outperform rivals only if it can establish a difference that it can preserve. This could be delivering great value to customers or creating comparable value at a lower cost, or both. Such differentiation arises from both the choice of performance objectives activities and how they are performed, or deliberately choosing a different set of activities to deliver a unique mix of value or perform similar operational activities better than rivals. Operations managers should decide on which of the sub-dimensions of these five performance objectives (Figure 1) they wish to excel at, and how they are going to configure the operation to do so. Figure 1: The Multiple Dimensions of the Five Operations Performance Objectives The goal of this paper is to investigate and compare operations strategies of two manufacturing-based and two service-based companies. The paper takes an integrated evaluation approach of each firm's prioritised performance objectives from a requirements and operations capability point of view, as well as focusing on line of fit strategy and tactics to achieve competitive advantage through examining their process design, capabilities management and resources management.

A broad, practical introduction to operations, reinforced with an extensive collection of practice problems. Operations Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of problems on the market. The problems found in this text also contain ample support—found in the book's solved-problems, worked examples, and myomlab, Pearson's new online homework and tutorial system. The Flexible Edition of Operations Management contains a separate lecture guide with all of the end-of-chapter problems and sections for taking notes. This edition has also been thoroughly updated to reflect operations management today—and now features myomlab, Pearson's online homework and tutorial system.

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

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This text presents both a logical path through the activities of operations management and an understanding of the strategic context in which operations managers work. It features worked examples of techniques discussed in the text.

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Now in its 5th Edition, Operations Strategy continues to provide a comprehensive understanding of the interaction between operational resources and market requirements. Companies such as Apple and Google have transformed their prospects through the way they manage their operations resources strategically, turning their operations capabilities into a formidable asset. The ideas and examples in this book illustrate how operations strategy can develop these capabilities by building on concepts from strategic management, operations management, marketing and HRM. This is the ideal text for advanced undergraduate and postgraduate students. The full text downloaded to your computer With eBooks you can: search for key concepts, words and phrases make highlights and notes as you study share your notes with friends eBooks are downloaded to your computer and accessible either offline through the Bookshelf (available as a free download), available online and also via the iPad and Android apps. Upon purchase, you'll gain instant access to this eBook. Time limit The eBooks products do not have an expiry date. You will continue to access your digital ebook products whilst you have your Bookshelf installed.

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.

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