

Operations Management Uk Higher Education Business Operations Management

This popular book is written by leading experts in the field and covers all the key aspects of healthcare management. Written with healthcare managers, professionals and students in mind, it provides an accessible and evidence-based guide to healthcare systems, services, organizations and management. Key areas covered include: • Structure and delivery of healthcare services in the international context, including mental health, acute care, primary care, chronic disease and integrated care • Allocating resources for healthcare: setting and managing priorities • Health technologies, research and innovation • Global health policy: governing health systems across borders • Patient and public involvement in healthcare • Healthcare governance and performance

This third edition has been significantly rewritten, with 10 new contributors and a new chapter structure designed to better support learning, practical application and further study. In addition, there is a more international focus and each chapter includes new case studies giving global examples of health systems and services, new and updated learning activities to encourage application to your own organization, and a range of links to useful online resources. Healthcare Management is essential research-based reading for students, teachers and healthcare professionals involved in management, research and health policy making. “Walshe and Smith have assembled an invaluable introduction to healthcare management and health systems. With their fellow authors, they provide a comprehensive review of a range of issues related to the funding and provision of care, and how services are organised and managed. Now in its third edition, Healthcare Management has been updated and revised to meet the needs of teachers and students alike.”

Professor Chris Ham, Chief Executive, The King’s Fund, UK “This book covers the main areas of knowledge which managers need, and gives tools for thinking and empirical examples relevant to current challenges. Evidence based management might not always be possible, but this book gives a way for a manager to become research-informed and therefore more effective. This third edition of the book is even more relevant internationally and improved to help readers apply the ideas to their situation.”

Professor John Øvretveit, Director of Research, LIME/MMC, The Karolinska Institute, Sweden “No-one learns to be a manager in a classroom or from a book, but books that take this disclaimer as their starting point are indispensable. Walshe and Smith (and their fellow authors) invite their audience (healthcare managers, healthcare policy makers and postgraduate students, taking courses in healthcare management) to critically combine experiential learning with academic learning and to acquire knowledge from both practice and theory. By doing so, they have found the third way between the advocates of evidence-based management and their critics.”

Dr. Jan-Kees Helderman, Associate Professor in Public Administration, Institute for Management Research, Radboud University, Nijmegen, the Netherlands

Knowledge management principles, strategies, models, tools, and techniques have been proven in government, business, and industry. More recently, knowledge management has emerged as an essential enabler for the successful pursuit of scholarly activities in higher education. Knowledge management has significant contributions to make in capturing, storing, processing, and disseminating knowledge between and across these stakeholder entities and their processes to better support these interrelated processes and activities. Given the impetus provided by the United Nations Global Knowledge Economy Policy, institutions worldwide are actively pursuing the use of knowledge management in all facets of social and economic development. The importance of knowledge management research and application in academia is a critical element of this multifaceted endeavor. Enhancing Academic Research and Higher Education With Knowledge

Management Principles is a compendium of cutting-edge research on the use of knowledge management in higher education and provides original, theoretical, and application-oriented research within this domain. The book will also provide insights on the management of expertise, knowledge, information, and organizational development in different types of work communities and environments. By including research on global perspectives, the implementation of knowledge management at universities, current trends in the field, and the results, this book is a valuable reference work for professionals and researchers working in the field of information and knowledge management in various disciplines, and academics, analysts, developers, students, technologists, education consultants, higher education administrators, academicians, stakeholders, and practitioners seeking to learn, improve, and expand their theoretical and applied knowledge of knowledge management tools and techniques, models, processes, and systems in higher education.

International and Comparative Human Resource Management offers students a clear and contemporary introduction to issues in managing the human aspects of international organisations. International Human Resource Management (IHRM) has grown in significance as a field of study over the past decade, due to the internationalisation of business, freedom of movement of labour and capital, and international regulation of employment matters. This new book takes a fresh and distinctive approach, combining analysis of international HR policy and practice with detailed exposition of contexts and systems of HR in a selection of developed and developing countries. This book analyzes new theories and practical approaches for promoting excellence in human resource management and leadership. It shows how the principles of creating shared value can be applied to ensure faster learning, training, business development and social renewal. In particular, it presents novel methods and tools for tackling the complexity of management and learning in both business organizations and society. Discussing ontologies, intelligent management systems, and methods for creating knowledge and value added, it offers novel insights into time management and operations optimization, as well as advanced methods for evaluating customers' satisfaction and conscious experience. Based on three AHFE 2020 Virtual Conferences: the AHFE 2020 Conference on Human Factors, Business Management and Society, the AHFE 2020 Conference on Human Factors in Management and Leadership, held on July 16–20, 2020, the book provides researchers and professionals with extensive information, practical tools and inspiring ideas for achieving excellence in a broad spectrum of business and societal activities.

Essentials of Business Ethics

EBOOK: Operations Management: Theory and Practice: Global Edition

EBOOK: Matching Supply With Demand: An Introduction To Operations Management

Cutting-Edge Technologies and Social Media Use in Higher Education

ebook: Managing Operations Across the Supply Chain

Although initially utilized in business and industrial environments, quality management strategies can be adapted into higher education to assess and improve an institution's standards. Quality management strategies are now playing a vital role in educational areas such as teaching, learning, and institutional-level practices. However, quality management tools and models must be adapted to fit with the culture of higher education. *Quality Management Implementation in Higher Education: Practices, Models, and Case Studies* is a pivotal reference source that explores the challenges and solutions of designing quality management models in the current educational culture. Featuring research on topics such as Lean Six Sigma, distance education, and quality supervision, this book is ideally designed for school board members, administrators, departmental policymakers, stakeholders, professors, graduate students, education professionals, and researchers seeking current research on the applications and success factors of quality management.

management systems in various facets of higher education.

This edited book presents cutting edge international research in operations management, sustainability and topical research themes. As the sustainability agenda gains greater prominence and momentum throughout society, business actors and stakeholders are increasingly concerned with the impact of current business operations. There is a growing demand for OM research and practice which reflects these concerns. Based on demands from industry and society at large, universities and schools now develop academic programs which aim to serve this need – yet there is no clear and manifest research program concerning OM and sustainability. This book is of use to both researchers orientating themselves in this new and exciting field and educators seeking inspiration to develop new courses.

'Supply Chain 4.0' has introduced automation into logistics and supply chain processes, exploiting predictive analytics to better match supply with demand, optimizing operations using the latest technologies for the last mile delivery such as drones and autonomous vehicles. Supply Chain 4.0 presents new methods, techniques, and information systems that support the coordination and optimization of logistics processes, reduction of operational costs as well as the emergence of entirely new services and business processes. This edited collection contains contributions from leading international researchers from academia and industry. It covers the latest technologies and operational research methods available to support smart, efficient and sustainable logistics practices focusing on automation, big data, Internet of Things, and decision support systems for transportation and logistics. It also highlights market research and includes case studies of cutting-edge applications from innovators in the logistics industry. Higher Education in the UK operates in a rapidly changing and highly complex environment. Universities need to adapt quickly to this environment and managers must begin to explore 'new angles' and approaches in addressing the challenges they are now facing. This book offers a tool box of metaphors and associative Operational Research (OR) approaches. Metaphors are a powerful 'way of seeing' but also 'a way of not seeing'. Furthermore, the OR discipline has significantly evolved over the last 30 years which has led to the emergence of three distinctive intellectual areas, namely Hard OR, Soft OR and Methodological Pluralism. Drawing on these intellectual areas and on the experience of educational and OR practitioners, the book highlights the use of various OR approaches to a variety of complex and uncertain problems encountered in higher education management. The book aims to explore 'new perspectives' in HE management thinking and to describe and illustrate the use of various methodologies, methods and techniques in helping HE managers to make informed management decisions.

International and Comparative Human Resource Management

An Introduction to Human Resource Management

EBOOK: Management Control Systems, 2e

Insights, Strategy and Solutions

Handbook of Operations Research and Management Science in Higher Education

*Fundamentals of Management 2e takes a straightforward and student-centred approach from a business perspective, providing a concise yet comprehensive foundation in the basic concepts of management. Retaining the directness and simplicity that was a valued feature of the first edition, this new edition has been fully revised and updated with: *NEW chapters on Planning and Strategy, Leadership and Change. *NEW sections on e-commerce and supply chain management *MORE on the Organizational Context, Power and Motivation*

An Introduction to Human Resource Management provides a complete overview of the subject for an introductory module. Its accessible and straightforward style presents essential HR topics from job design, recruitment and selection, to reward, training and development. The book also offers students an insight into contemporary concerns for practicing HR professionals, such as flexible working, diversity in the organisation, the global workforce, work life balance and the impact of technology on working life. Structured around engaging case studies and thought-provoking examples and exercises, the chapters encourage students to consistently apply their knowledge to practical situations.

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

Quality accreditation in higher education institutions (HEIs) is currently a buzzword. The need to maintain high-quality education standards is a critical requirement for HEIs to remain competitive in the market and for government and regulatory bodies to ensure the quality standards of programs offered. From being an implicit requirement that is internally addressed, quality assurance activities become an explicit requirement that is regularly audited and appraised by national and international accreditation agencies. HEIs are voluntarily integrating quality management systems (QMS), institutional and program-specific, in response to the political and competitive environment in which it exists. Through its higher education department or by creating non-profitable accreditation bodies, many governments have implemented a quality framework for licensing HEIs and invigilates its adherence based on which accreditation statuses are granted for HEIs. Global Perspectives on Quality Assurance and Accreditation in Higher Education Institutions provides a comprehensive framework for HEIs to address quality assurance and quality accreditation requirements and serves as a practical tool to develop and deploy well-defined quality management systems in higher education. The book focuses on the critical aspects of quality assurance; the need to develop a concise and agile vision, mission, values, and graduate attributes; and to develop a system that effectively aligns the various activities of the HEI to the attainment of the strategic priorities listed in the institutional plans. The chapters each cover the various facets of the quality assurance framework and accreditation agencies' requirements with practical examples of each. This book is useful for HEI administrators, quality assurance specialists in HEIs, heads of academic departments, internal auditors, external auditors, and other practitioners of quality, along with stakeholders, researchers, academicians, and students interested in quality assurance and accreditation in higher education.

Entrepreneurship and Small Firms

Promotional Strategies and New Service Opportunities in Emerging Economies

EBOOK: Exploring Innovation

Advances in Human Factors, Business Management and Leadership

Project Management: The Managerial Process 6e

This introduction to business ethics surveys the current literature and core theories, with applications to a number of contemporary issues in the field, including corporate responsibility, equal opportunities legislation, the ethics of advertising and environmental issues.

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 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.

By bringing together leading experts on quality assurance in higher education from seven countries (from Europe, the USA and South Africa), this volume intends to go several steps further than most publications on the same subject. Containing comprehensive discussion of the most relevant trends in quality assurance regulation, translation and transformation, researchers and policy makers will find an engaged, academic reflection on how quality assurance is embedded in higher education and in a dynamic way to assess its impacts and potential improvements.

The worldwide marketization of higher education has resulted in a growing pressure on universities' accountability, particularly in terms of more tangible learning outcomes directly related to paying higher tuition fees. Covering globally diverse perspectives, *Innovate Higher Education to Enhance Graduate Employability* uses a range of international case studies to help practitioners and researchers review, reflect on and refresh their ability to bridge the gap between university and industry. A timely response to the need to improve the quality of higher education in order to build work readiness in students, this book: Adds a critical, global dimension to this topical area in higher education as well as society's concerns Provides a number of practice-based case studies on how universities can transform their programmes to enhance graduate employability Acts as a source of practical suggestions for how to improve students' sufficient employability including their skills, knowledge and attitudes Provides insights from theory, practices and policy perspectives. A crucial read for anyone looking to engage with the global issue of graduate employability, *Innovate Higher Education to Enhance Graduate Employability* covers both theoretical frameworks and practical models through an exploration of how universities around the world are using innovative techniques to enhance employability.

Management Accounting

Global Perspectives on Quality Assurance and Accreditation in Higher Education Institutions

Fundamentals of Management

Proceedings of the AHFE 2020 Virtual Conferences on Human Factors, Business Management and Society, and Human Factors in Management and Leadership, July 16-20, 2020, USA

Operations Management in the Travel Industry, 2nd Edition

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.

The third edition of *Exploring Innovation* offers an engaging new perspective on innovation. The book provides business students with a clear understanding of the nature of innovation and how it can be managed and fostered. Written in an accessible style, *Exploring Innovation* encourages students to challenge their pre-conceived ideas about innovation and to see it as a continuous, on-going process, by exploring some of the biggest developments in innovation. Lively discussions of key concepts are provided through numerous case studies, on a range of original products and services, bringing business theories to life. The new edition has been fully revised and updated with a more intuitive structure to now feature: A greater emphasis on what innovation involves. A new chapter on Value Capture. Expanded coverage on Services and Process Innovations. Two new chapters covering Global and Green trends in innovation. 8 new major case studies and more than 40 new mini-cases including Twitter, Angry Birds, Netflix, Google and Toyota.

Now in its fifth edition, this successful introduction to organisational behaviour has been revised, developed, and updated throughout to reflect the most recent developments in today's dynamic business environment. Whilst maintaining its strong research foundations, *Organisational Behaviour* is contemporary, engaging, and essential reading for the aspiring practitioner and academic alike. You will explore:

- *How the individual interacts with its wider social setting in the business environment
- *The relationship between Organisational Behaviour and Organisation Theory
- *How to analyse and implement change
- *The diagnostic challenges faced in organisational behaviour

Key Features:

- *A European perspective on theories and practice from both sides of the Atlantic.
- *Case Studies begin each chapter with an interesting and relevant example to introduce and apply key theories in OB. Cases now include The Gulf of Mexico oil spill, Royal Dutch Shell, and FedEx to name a few.
- *Critical thinking questions and activities have been added throughout to encourage debate and analysis.
- *OB in Real Life mini cases give examples from around the globe providing insights and an international outlook.
- *Exercises and review questions test understanding of core theories.
- *'HR' icons highlight the relationship between these two closely-related disciplines.

Suitable for students studying both traditional and new Management Accounting techniques, this text takes its readers beyond just the traditional accounting techniques, to place accounting information and the role of the Management Accountant in a broader organizational context.

Improving Supply Chains with Analytics and Industry 4.0 Technologies

Quality Assurance in Higher Education

EBOOK: Operations Management in the Supply Chain: Decisions and Cases

Operations Management and Sustainability

EBOOK: Operations and Supply Chain Management, Global edition

EBOOK: Operations Management: Theory and Practice: Global Edition

Project Management: The Managerial Process 6e

HR functions within both internal and external contexts. The understanding of both contexts is crucial for comprehending how and why they drive HR strategies and practices in organizations, as well as the rules and structures within which they work. Built around five major themes which impact upon the HR function, and mapping to the CIPD Level 7 Advanced module of the same name, Human Resource Management in Context enables students to understand the complex and changing organizational context in which HR operates today by providing a comprehensive breakdown of the concepts, theories and issues from globalization and government policy to demographic, social and technological trends.

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This fully updated 4th edition of Human Resource Management in Context includes a range of pedagogical features, balancing theory with practical analysis to form an engaging insight into the strategic side of HR. It includes enhanced emphasis on the impact of the external environment on the HR profession, a discussion of the impact of technology and social media, increased coverage of ethics and CSR and links to the HR Profession Map. Online supporting resources for lecturers include an instructor's manual, lecture slides, annotated web links and guidance for the chapter activities.

"This book brings together research on the multi-faceted nature and overarching impact of social technologies on the main opportunities and challenges facing today's post-secondary classrooms, from issues of social capital formation to student support and recruitment"--

Entrepreneurship

Essential Operations Management

Operations Management for Construction

Rethinking the Possibilities

The Future of Accessibility in International Higher Education

EBOOK: Operations Management in the Supply Chain: Decisions and Cases

The text is concerned with the process of developing entrepreneurship – in society and the economy, people and organisations. Throughout, the learning is reinforced by real-life cases, practical exercises and, importantly, the reader's own experiences.

ebook: Managing Operations Across the Supply Chain

Continuous improvements in emerging economies have created more opportunities for industrialization and rapid growth. This not only leads to higher standards in accounting and security regulations, but it increases the overall marketing efficiency. Promotional Strategies and New Service Opportunities in Emerging Economies is a key resource in the field of service marketing and promotions, service innovations, and branding in developing countries.

Highlighting multidisciplinary studies on self-service technologies, sustainable consumption, and customer relation management, this publication is an ideal reference source for policy makers, academicians, practitioners, researchers, students, marketers, and government officials actively involved in the services industry.

The Practice of Behavioral Strategy

New Research Perspectives

Enhancing Academic Research and Higher Education With Knowledge Management Principles

Innovate Higher Education to Enhance Graduate Employability

Demonstrating New Practices and Metaphors

Management Control Systems helps students to develop the insight and analytical skills required of today's managers. Students uncover how real-world managers design, implement, and use planning and control systems to implement business strategies. The 12th edition builds on the strengths of prior editions by offering a rich diversity of cases balanced with current content and research.

EBOOK: Management Control Systems, 2e

The sixth edition of Entrepreneurship and Small Firms has been fully revised and updated with contributions from leading academics in the field. Retaining the popular style of the previous editions and offering a clear and accessible introduction to the topic, this book

provides a thorough coverage of entrepreneurial and small firm theory, concepts, evidence, policy and practice. Integrating academic theory with the day-to-day realities that entrepreneurs may encounter it furnishes the student with a comprehensive analysis of entrepreneurship. This well established text is justly popular for its clear and accessible approach, presenting the key topics of an entrepreneurship module in an engaging yet rigorous style. The book covers wide ranging topics from the economic influences on entrepreneurship and sources of finance, to issues of diversity, family business and social entrepreneurship. New to this edition is a chapter on Corporate Entrepreneurship offering students a unique insight into entrepreneurship activities in larger businesses and organizations. A reorganized chapter structure for the sixth edition allows students to navigate the four parts of the text from introductory concepts, the domains of entrepreneurship, through to strategy and to implementation. New part cases help to highlight the core themes and apply them to real business scenarios. The new edition retains a wealth of examples and cases throughout the chapters which illustrate entrepreneurship in action.

Education is the foundation to almost all successful lives, and it is important that a high level of schooling be available on a global scale. Studying the trends in accessibility in education will allow educators to improve their own teaching techniques, as well as expand their influence to more remote areas in the world. The Future of Accessibility in International Higher Education is a comprehensive reference source for the latest scholarly material on emerging methods and trends in disseminating knowledge in university settings.

Featuring extensive coverage on relevant topics such as e-learning, economic perspectives, and educational technology, this publication is ideally designed for educators, academics, students, and researchers interested in expanding their knowledge of global education.

Management Control Systems

Organisational Behaviour

Higher Education Management and Operational Research

Practices, Models, and Case Studies

Supply Chain 4.0

This handbook covers various areas of Higher Education (HE) in which operations research/management science (OR/MS) techniques are used. Key examples include: international comparisons, university rankings, and rating academic efficiency with Data Envelopment Analysis (DEA); formulating academic strategy with balanced scorecard; budgeting and planning with linear and quadratic models; student forecasting; E-learning evaluation; faculty evaluation with questionnaires and multivariate statistics; marketing for HE; analytic and educational simulation; academic information systems; technology transfer with systems analysis; and examination timetabling. Overviews, case studies and findings on advanced OR/MS applications in various functional areas of HE are included.

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, 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.

Behavioral strategy continues to attract increasing research interest within the broader field of strategic management. Research in behavioral strategy has clear scope for development in tandem with such traditional streams of strategy research that involve economics, markets, resources, and technology. The key roles of psychology, organizational behavior, and behavioral decision making in the theory and practice of strategy have yet to be comprehensively grasped. Given that strategic thinking and strategic decision making are importantly concerned with human cognition, human decisions, and human behavior, it makes eminent sense to bring some balance in the strategy field by complementing the extant emphasis on the "objective" economics-based view with substantive attention to the "subjective" individual-oriented perspective. This calls for more focused inquiries into the role and nature of the individual strategy actors, and their cognitions and behaviors, in the strategy research enterprise. For the purposes of this book series, behavioral strategy would be broadly construed as covering all aspects of the role of the strategy maker in the entire strategy field. The scholarship relating to behavioral strategy is widely believed to be dispersed in diverse literatures. These existing contributions that relate to behavioral strategy within the overall field of strategy has been known and perhaps valued by most scholars all along, but were not adequately

appreciated or brought together as a coherent sub-field or as a distinct perspective of strategy. This book series on Research in Behavioral Strategy will cover the essential progress made thus far in this admittedly fragmented literature and elaborate upon fruitful streams of scholarship. More importantly, the book series will focus on providing a robust and comprehensive forum for the growing scholarship in behavioral strategy. In particular, the volumes in the series will cover new views of interdisciplinary theoretical frameworks and models (dealing with all behavioral aspects), significant practical problems of strategy formulation, implementation, and evaluation, and emerging areas of inquiry. The series will also include comprehensive empirical studies of selected segments of business, economic, industrial, government, and non-profit activities with potential for wider application of behavioral strategy. Through the ongoing release of focused topical titles, this book series will seek to disseminate theoretical insights and practical management information that will enable interested professionals to gain a rigorous and comprehensive understanding of the subject of behavioral strategy. The Practice of Behavioral Strategy contains contributions by leading scholars in the field of behavioral strategy research. The 9 chapters in this volume cover a number of significant topics that speak to the practice perspectives on behavioral strategy, covering diverse topics such as M&A decision making in the high-tech sector, scenario thinking, business modeling, project-based organizations, fair trade market certification, and the movie and insurance industries. The chapters include empirical as well as conceptual treatments of the selected topics, and collectively present a wide-ranging review of the noteworthy research perspectives on the practice of behavioral strategy.

Students studying construction management and related subjects need to have a broad understanding of the major aspects of controlling the building processes. Operations Management for Construction is one of three textbooks (Business Organisation, Operations Management and Finance Control) written to systematically cover the field. Focusing on construction sites and operations which are challenging to run, Chris March explores issues such as the setting up of the site, the deciding of the methodology of construction, and the sequence of work and resourcing. As changing and increasing regulations affect the way sites are managed, he also considers the issues and methods of successful administering, safety, quality and environment. Finally, the contractor's responsibility to the environment, including relationships with third parties, selection of materials, waste management and sustainability is discussed. Chris March has a wealth of practical experience in the construction industry, as well as considerable experience of teaching, which he uses to support the theory and principles set out in the book.

Human Resource Management in Context

Quality Management Implementation in Higher Education: Practices, Models, and Case Studies

Trends in Regulation, Translation and Transformation

EB00K: Healthcare Management
Operations Management

Resourceful companies today must successfully manage the entire supply flow, from the sources of the firm, through the value-added processes of the firm, and on to the customers of the firm. The fourteenth Global Edition of Operations and Supply Chain Management provides well-balanced coverage of managing people and applying sophisticated technology to operations and supply chain management.

This book represents the essential body of knowledge for an introductory operations management course. The guiding principle in the development of Matching Supply with Demand has been “real operations, real solutions.” The second edition of this innovative core textbook spans the service and manufacturing sectors, equipping readers to grasp and overcome the core challenges faced in planning, designing and implementing operations. The prestigious and well-respected author team takes a 'tasks and challenges' approach that marries theory to their extensive practical experience of running operations in high-profile business settings while reflecting their clear vision and personal philosophy of operations management. Packed with engaging learning features that truly bring the subject to life, the text provides a concise and real-world orientated look at the key parts of an operations manager's job. This textbook is an ideal course text for undergraduate, postgraduate and MBA students taking a module in operations management or manufacturing/services operations. New to this Edition: - New and greatly expanded coverage of the most relevant contemporary topics in OM, including corporate social responsibility and ethics, lean manufacturing, outsourcing vs. insourcing, and zero hour contracts - Over 30 new and updated cases from a wide range of international companies including Apple, Samsung and Uber - Increased focus on strategy with an expanded emphasis and new dedicated sections on improving operations that place OM firmly at the centre of organizational considerations