

Service Management Operations Strategy And Information Technology With Student Cd Rom Mandatory Package

Market_Desc: Management; Graduate students of operation management
Special Features: · **AUTHOR RECOGNITION:** Dr. Robert Hayes, Emeritus, Harvard Business School, is the most recognizable academic authority in the field of Operations Management. He is the author and co-author of numerous trade and college books. His Wiley book, *Restoring Our Competitive Edge: Competing Through Manufacturing* has sold 60,000 copies, and is now in its 15th printing. It was chosen by The American Association of Publishers in 1984 as the best business book on business, management and economics. His article with William Abernathy, *Managing Our Way Toward an Economic Decline* is generally regarded as the most widely read reprint article in the history of Harvard Business Review. · **PREVIOUS TRACK RECORD:** Robert Hayes has co-authored two successful hybrid trade/college books. In 1984, he authored *Restoring Our Competitive Edge: Competing Through Manufacturing* (60,000 sold, of which approximately 20,000 were sold to the college market). In 1990 he was the lead author of *Dynamic Manufacturing*, for Free Press, (55,000 sold) · **AUTHOR PROMOTION:** Dr. Hayes maintains an excellent relationship with top executives at Hewlett-Packard, Canton Timken and other Fortune 500 companies, and he will send them complimentary copies to stimulate bulk purchases. Also, the authors will promote the book both to the Production Management Society and The Decision Science Institute. In addition, Dr. Upton will use the text in his executive education courses at Harvard Business School. · **COLLEGE MARKET:** This book will be strongly considered as the course book for the graduate level operations management course at the top-flight colleges and universities. About The Book: Hayes is a founder of the Operations Strategy field, and all four authors are on the Harvard Business School faculty. In *Operations, Strategy, and Technology: Pursuing the Competitive Edge*--the long-awaited follow-up to the highly successful classic, *Restoring Our Competitive Edge*--Bob Hayes, Gary Pisano, Dave Upton, and Steve Wheelwright take a fresh look at the foundations of corporate success. This book addresses the basic principles that guide the development of a powerful operations organization, and describes how a company's operating and technological resources can be applied to create a sustainable competitive advantage in today's new (global and IT-intensive) economy. Achieving a competitive advantage through superior operations is what the authors refer to as the operations edge.

A guide to putting cognitive diversity to work Ever wonder what it is that makes two people click or clash? Or why some groups excel while others fumble? Or how you, as a leader, can make or break team potential? *Business Chemistry* holds the answers. Based on extensive research and analytics, plus years of proven success in the field, the *Business Chemistry* framework provides a simple yet powerful way to identify meaningful differences between people's working styles. Who seeks possibilities and who seeks stability? Who values challenge and who values connection? *Business Chemistry* will help you grasp where others are coming from, appreciate the value they bring, and determine what they need in order to excel. It offers practical ways to be more effective as an individual and as a leader. Imagine you had a more in-depth understanding of yourself and why you thrive in some work environments and flounder in others. Suppose you had a clearer view on what to do about it so that you could always perform at your best. Imagine you had more insight into what makes people tick and what ticks them off, how some interactions unlock potential while others shut people down. Suppose you could gain people's trust, influence them, motivate them, and get the very most out of your work relationships. Imagine you knew how to create a work environment where all types of people excel, even if they have conflicting perspectives, preferences and needs. Suppose you could activate the potential benefits of diversity on your teams and in your organizations, improving collaboration to achieve the group's collective potential. *Business Chemistry* offers all of this--you don't have to leave it up to chance, and you shouldn't. Let this book guide you in creating great chemistry!

The ninth edition continues to acknowledge and emphasize the essential uniqueness of service management. The text is organized in four parts: Part One: Understanding Services, which provides a historical context as well as distinguishes the distinctive characteristics of service operations; Part Two: Designing the Service Enterprise, which covers designing the service enterprise to support the competitive strategy; Part Three: Managing Service Operations that details topics such as Managing Capacity, Demand and Waiting Lines and Service Supply Relationships and; Part Four: Quantitative Models for Service Management that addresses forecasting and managing service inventory.

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 atwww.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 Strategy in Action

Improving Service Delivery

Operations Management for Business Excellence

Principles and Practice

Instructor's manual : to accompany "Service management : operations, strategy, and information technology / James A. Fitzsimmons ; Mona J. Fitzsimmons. - 2. ed."

Quantitative Methods in Health Care Management

La 4e de couverture indique : "Now in its fifth 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."

Never HIGHLIGHT a Book Again! Virtually all of the testable terms, concepts, persons, places, and events from the textbook are included. Cram101 Just the FACTS101 studyguides give all of the outlines, highlights, notes, and quizzes for your textbook with optional online comprehensive practice tests. Only Cram101 is Textbook Specific. Accompanys: 9780077228491 9780073377834

This text addresses the issues of how to develop new service products - where the concept of service has moved from transaction to experience. The authors draw upon the expertise of internationally recognised authors.

This fascinating new core textbook, authored by a highly respected academic with over a decade of industry experience, takes a global and strategic approach to the important topic of operations management (OM). Integrating contemporary and traditional theories the text covers everything a student needs to understand the reality of operations in the modern world and combines the latest cutting-edge thinking with innovative learning features. Written in a concise and engaging style and based on up-to-date research in the field, the book provides a range of international case studies and examples that help students to apply theoretical knowledge to real-world practice. This is a must-have textbook for students studying operations management modules on undergraduate, postgraduate and MBA programmes. In addition, this is an ideal textbook to accompany modules on operations strategy, production management and services management. Accompanying online resources for this title can be found at bloomsburyonlineresources.com/operations-management. These resources are designed to support teaching and learning when using this textbook and are available at no extra cost.

ISE Service Management: Operations, Strategy, Information Technology

Strategic Operations Management

Fundamentals and Practice

Operations Strategy

Operations Management

The McGraw-Hill 36-Hour Course: Operations Management

Operations Strategy is focused on the interaction between operational resources and external requirements. Companies such as Apple, Google and Tesco have transformed their prospects through the way they manage their operations resources strategically, turning their operations capabilities into a formidable asset. These and other examples in this book illustrate the broad and long-term issues of Operations Strategy that complement the more operational, immediate, tangible and specific issues that define Operations Management. Building on concepts from strategic management, operations management, marketing and HRM, this text offers a clear, well-structured and interesting insight into the more advanced topic of Operations Strategy in a variety of business organisations.

Take a crash course in boosting operational efficiency! Whether a business manufactures trucks, delivers packages, or sells coffee, it lives and breathes on its operations. Without exception. Ensuring smooth, efficient processes is a challenging task--but the rewards are immense. The McGraw-Hill 36-Hour Course: Operations Management puts you on the fast track to bolstering and managing the effectiveness of your organization's operations. Complete with exercises, self-tests, and an online final exam, this virtual immersion course in operations management teaches you how to: Evaluate and measure existing systems' performance Use quality management tools like Six Sigma and Lean Production Design new, improved processes Define, plan, and control costs of projects Take this in-depth course on operations management and put your vision into action. This is the only book on the syllabus. Class begins now!

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.

From restaurants to resorts, the hospitality industry demands strong operations management to delight guests, develop employees, and deliver financial returns. This introductory textbook provides students with fundamental techniques and tools to analyse and improve operational capabilities of any hospitality organization.

Creating Memorable Experiences

Key Concepts in Operations Management

The Skills You Need to Succeed

A Guide to the Theory and Practice of Implementation

Service Operations Management

Strategy and Practice

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 Package consists of: 013292062X / 9780132920629 NEW MyOmlab with Pearson eText -- Access Card -- for Operations Management 0132921146 / 9780132921145 Operations Management

This volume provides updated guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits mangers at other levels, by explaining the logic of senior management decisions.

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.

Business Models for Transforming Customer Relationships What if there were a way to turn occasional, sporadic transactions with customers into long-term, continuous relationships--while simultaneously driving dramatic improvements in operational efficiency? What if you could break your existing trade-offs between superior customer experience and low cost? This is the promise of a connected strategy. New forms of connectivity--involving frequent, low-friction, customized interactions--mean that companies can now anticipate customer needs as they arise, or even before. Simultaneously, enabled by these technologies, companies can create new business models that deliver more value to customers. Connected strategies are win-win: Customers get a dramatically improved experience, while companies boost operational efficiency. In this book, strategy and operations experts Nicolaj Siggeikow and Christian Terwiesch reveal the emergence of connected strategies as a new source of competitive advantage. With in-depth examples from companies operating in industries such as healthcare, financial services, mobility, retail, entertainment, nonprofit, and education, Connected Strategy identifies the four pathways--respond-to-desire, curated offering, coach behavior, and automatic execution--for turning episodic interactions into continuous relationships. The authors show how each pathway creates a competitive advantage, then guide you through the critical decisions for creating and implementing your own connected strategies. Whether you're trying to revitalize strategy in an established company or disrupt an industry as a startup, this book will help you: Reshape your connections with your customers Find new ways to connect with existing suppliers while also activating new sources of capacity Create the right revenue model Make the best technology choices to support your strategy Integrating rich examples, how-to advice, and practical tools in the form of "workshop chapters" throughout, this book is the ultimate resource for creating competitive advantage through connected relationships with your customers and redefined connections in your industry.

Service Management: Operations, Strategy, Information Technology w/Student CD

Practical Magic for Crafting Powerful Work Relationships

Understanding Business Ethics

Service Management Effectiveness

A research handbook

Outlines and Highlights for Service Management

This new core textbook, underpinned by rigorous academic research and industry best-practice, offers a practical approach designed to provide students with the tools and techniques required to design and develop an operations strategy. Authored by two of the most well-respected authorities in the field, the book's clear and accessible content explains how operations strategy can create value for an organisation and positively impact on business performance. Case studies with international relevance and which draw on examples from a wide range of industry sectors help students to link theory and practice, develop analytical and problem-solving skills, and gain an understanding of operations strategy in the real world. This textbook caters primarily for MBA students studying modules in Operations Strategy or Operations Management, and is also suited to postgraduate students studying Operations Strategy on specialist courses such as Operations and Supply Chain Management or Logistics and Operations Management. In addition, this is an important text for final year level undergraduate students studying Operations Strategy or Strategic Operations Management.

A comprehensive model for managing a service business. Shows how to achieve the level of coordination required in an organization where employees from many departments have direct customer contact.

Never HIGHLIGHT a Book Again! Virtually all of the testable terms, concepts, persons, places, and events from the textbook are included. Cram101 Just the FACTS101 studyguides give all of the outlines, highlights, notes, and quizzes for your textbook with optional online comprehensive practice tests. Only Cram101 is Textbook Specific. Accompanys: 9780136132875 .

'Bill Hollins continues his practical investigation of design in the service sector. In this new book with Sadie Shinkins, he provides a down to earth approach to an important topic in the field' - Naomi Gornick, Honorary Professor, University of Dundee Guiding readers through each stage in the design and implementation of service operations, this book combines lively examples that are easy to relate to with clearly explained theory. Throughout, chapters contain pedagogical features that will help students to get the most from the ideas and examples being presented in the book. They include: - Chapter objectives; - Short cases; - Student exercises; - Chapter summaries; - Further reading section; - A glossary of key terms.

Operations Management: Policy, Practice and Performance Improvement

Design and Implementation

Studyguide for Correctional Counseling and Treatment by Roberts, Albert R., ISBN 9780136132875

Operations, Strategy, Information Technology by James A. Fitzsimmons, ISBN

Public Service Operations Management

Global Operations Strategy

While many business schools are teaching *Global Operations Strategy* with self-made teaching materials, there are no such textbooks. Combining practical approaches with detailed theoretical underpinnings, this book provides theories, tools, frameworks, and techniques for global operations strategy, and brings real world perspectives to students and managers. Each chapter includes definition of key terms, introduction of fundamental theories, several short case examples, one long new case to explain the associated theories, and recommended further reading. Accompanying CD-ROM contains ... "an assortment of valuable learning tools such as the latest version of ServiceModel software and interactive chapter quizzes--all of which facilitate a deeper understanding of service operations and management."--P. [4] of cover.

How do policy makers and managers square the circle of increasing demand and expectations for the delivery and quality of services against a backdrop of reduced public funding from government and philanthropists? Leaders, executives and managers are increasingly focusing on service operations improvement. In terms of research, public services are immature within the discipline of operations management, and existing knowledge is limited to government departments and large bureaucratic institutions. Drawing on a range of theory and frameworks, this book develops the research agenda, and knowledge and understanding in public service operations management, addressing the most pressing dilemmas faced by leaders, executives and operations managers in the public services environment. It offers a new empirical analysis of the impact of contextual factors, including the migration of planning systems founded on MRP/ERP and the adoption of industrial based improvement practices such as TQM, lean thinking and Six Sigma. This will be of interest to researchers, educators and advanced students in public management, service operations management, health service management and public policy studies.

This text is designed to be appropriate for Operations Strategy modules at both undergraduate and postgraduate level. It combines knowledge management, relationship management and advances in technology to inform the development of strategic advantage. The text adopts a value chain approach and contains a number of features to aid the learning process - chapter introductions, chapter summaries, further reading and boxed features.

Operations, Strategy, Information Technology

Service Management

Design, Implementation and Delivery

Business Chemistry

Operations Management in Healthcare

An International Perspective

Balancing conceptual and applied coverage of all aspects of the management and operation of services, Service Management has maintained the position as market leader through five previous editions. It is the most comprehensive and widely used introduction to service operations on the market, written by one of the top authorities on the subject, and it is designed to develop students' skills in both strategic and operational issues pertaining to services. New material on Professional Service Firms highlights IBM's initiative to establish a Service Science, Management, and Engineering discipline. The Sixth Edition also offers the latest information on Six-Sigma and RFID, as well as

recent developments in other important industry topics. Text coverage spans both qualitative and quantitative aspects of service management and offers flexibility in courses, offering varying approaches to the study of service operations. The ancillary package includes student CD-ROM and Website that includes self-test quizzes, video clips, ServiceModel Software, and the Mortgage Service Game. Includes index.

This fresh and enlightening book offers a rounded overview of operations strategy with a particular focus on implementation. The premise of the book is that developing an effective operations strategy without its subsequent implementation will render the strategising process a waste of time and resources. The authors explain the pros and cons of existing approaches to implementation as well as offering a systematic framework for turning strategic intent into actions. They offer a fresh look at a subject whose importance within academia and industry is rapidly increasing due to the need to refocus the attention of business upon the elements that actually add value to society operations. Although operations strategy implementation is a broad and complex subject area, by developing a mature, broad perspective of the subject the authors consider that all elements of an organisation have potential to contribute directly by adding tangible values to the operations strategy process. This study will be of great interest to academics and will also give practitioners confidence in efficiently formulating and effectively implementing strategies that reflect the needs of today's business. Advanced undergraduate and postgraduate students studying operations strategy and manufacturing strategy will find this book an essential and fascinating read. In short, it should be able to offer all those involved in operations management a comprehensive and coherent view of the subject that until now has been lacking.

'Operations Management: policy, practices, performance improvement' is the latest state-of-the-art approach to operations management. It provides new cutting edge input into operations management theory and practice that cannot be found in any other text. Discussing both strategic and tactical inputs it combines and balances service and manufacturing operations. * Cutting edge techniques accompanied by brand new case studies * Challenges standard approaches * Comprehensive coverage of strategic supply management * Critical sample questions to aid discussion * Reading lists and articles to support learning * Additional lecturer support material This outstanding author team is from the Operations Management Group at the University of Bath. Their expertise and knowledge is apparent in the text, and they bring to it their original research and experience in the field of operations management.

ITIL Service Strategy

The New Competitive Advantage

Techniques and Applications

Operations Management in the Hospitality Industry

10 Things Employers Want You to Learn in College, Revised

Building Continuous Customer Relationships for Competitive Advantage

Thoroughly revised and updated for Excel®, this second edition of Quantitative Methods in Health Care Management offers a comprehensive introduction to quantitative methods and techniques for the student or new administrator. Its broad range of practical methods and analysis spans operational, tactical, and strategic decisions. Users will find techniques for forecasting, decision-making, facility location, facility layout, reengineering, staffing, scheduling, productivity, resource allocation, supply chain and inventory management, quality control, project management, queuing models for capacity, and simulation. The book's step-by-step approach, use of Excel, and downloadable Excel templates make the text highly practical. Praise for the Second Edition "The second edition of Dr. Ozcan's textbook is comprehensive and well-written with useful illustrative examples that give students and health care professionals a perfect toolkit for quantitative decision making in health care on the road for the twenty-first century. The text helps to explain the complex health care management problems and offer support for decision makers in this field." —Marion Rauner, associate professor, School of Business, Economics, and Statistics, University of Vienna. "Quantitative Methods in Health Care Administration, Second Edition covers a broad set of necessary and important topics. It is a valuable text that is easy to teach and learn from." —David Belson, professor, Department of Industrial Engineering, Viterbi School of Engineering, University of Southern California.

The book includes chapters covering customizing operational strategies for retail, manufacturing, services and SMEs, and sections on e-business and complexity theory in relation to operations theory. Features offered include: extended case studies including several from Europe and the USA; case vignettes; learning objectives; key terms; chapter introduction to aid reader accessibility; "time out" boxes to prompt the reader to reflect on what has been learnt; and "critical reflection" boxes that analyse theories and models.

A handy, straightforward guide that teaches students how to acquire marketable job skills and real-world know-how before they graduate—revised and updated for today's economic and academic landscapes. Award-winning college professor and adviser Bill Coplin lays down the essential skills students need to survive and succeed in today's job market, based on his extensive interviews with employers, recruiters, HR specialists, and employed college grads. Going beyond test scores and GPAs, Coplin teaches students how to maximize their college experience by focusing on ten crucial skill groups: Work Ethic, Physical Performance, Speaking, Writing, Teamwork, Influencing People, Research, Number Crunching, Critical Thinking, and Problem Solving. 10 Things Employers Want You to Learn in College gives students the tools they need to prepare during their undergraduate years to impress potential employers, land a higher-paying job, and start on the road to career security and satisfaction.

Balancing conceptual and applied coverage of all aspects of the management and operation of services, Service Management has maintained the position as market leader through five previous editions. It is the most comprehensive and widely used introduction to service operations on the market, written by one of the top authorities on the subject, and it is designed to develop students' skills in both strategic and operational issues pertaining to services. New material on Professional Service Firms highlights IBM's initiative to establish a Service Science, Management, and Engineering discipline. The Sixth Edition also offers the latest information on Six-Sigma and RFID, as well as recent developments in other important industry topics. Text coverage spans both qualitative and quantitative aspects of service management and offers flexibility in courses, offering varying approaches to the study of service operations. The ancillary package includes student CD-ROM and Website that includes self-test quizzes, video clips, ServiceModel Software, and the Mortgage Service Game.

Operations, Strategy, and Information Technology

A Value Chain Approach

Managing Service Operations

Sustainability and Supply Chain Management

Building Sustainable Supply Chains

OPERATIONS, STRATEGY, AND TECHNOLOGY: PURSUING THE COMPETITIVE EDGE

Filled with real-world case studies and examples of ethical dilemmas, Understanding Business Ethics, Third Edition prepares students and managers alike to make ethical decisions in today's complex, global environment. Bestselling authors Peter A. Stanwick and Sarah D. Stanwick explain the fundamental importance of ethical leadership, decision making, and strategic planning while examining emerging trends in business ethics such as the developing world, human rights, environmental sustainability, and technology. In addition to presenting information related to the Association to Advance Collegiate Schools of Business (AACSB), the text's 26 real-world cases profile a variety of industries, countries, and ethical issues in a way that is relevant and meaningful to students' lives. The Third Edition features new cases from well-known companies such as Disney and General Motors, new coverage of emerging topics such as big data and social media, expanded coverage of corporate social responsibility, and more. Using an applied approach, this text helps students understand why and how business ethics really do matter!

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 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 on real-world implementations of concepts Provides comprehensive Instructor Packet and online tutorials

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.

Electronic Inspection Copy available for instructors here Key Concepts in Operations Management introduces a selection of key concepts and techniques in the field. Concise, informative and contemporary, with consideration given to explaining the principles of the topic, as well as the relevant debates and literature, the book contains over 50 concept entries including: Operations Strategy, Managing Innovation, Process Modeling, New Product Development, Forecasting, Planning and Control, Supply Chain Management, Risk Management and many more.

New Service Development

Connected Strategy

Balancing Strategy, Organization and Human Resources, Operations, and Marketing