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E-Commerce Operations Management

Alex Rogo is a harried plant manager working ever more desperately to try and improve performance. His factory is rapidly heading for disaster. So is his marriage. He has ninety days to save his plant - or it will be closed by corporate HQ, with hundreds of job losses. It takes a chance meeting with a colleague from student days - Jonah - to help him break out of conventional ways of thinking to see what needs to be done. Described by Fortune as a 'guru to industry' and by Businessweek as a 'genius', Eliyahu M. Goldratt was an internationally recognized leader in the development of new business management concepts and systems. This 20th anniversary edition includes a series of detailed case study interviews by David Whitford, Editor at Large, Fortune Small Business, which explore how organizations around the world have been transformed by Eli Goldratt's ideas. The story of Alex's fight to save his plant contains a serious message for all managers in industry and explains the ideas which underline the Theory of Constraints (TOC) developed by Eli Goldratt. Written in a fast-paced thriller style, The Goal is the gripping novel which is transforming management thinking throughout the Western world. It is a book to recommend to your friends in industry - even to your bosses - but not to your competitors!

Production and Operation Management

Manager's Guide to Operations Management

"Essentials of Operations Management" has been designed for those who want an inexpensive text that will provide only the essential information related to operations. Written by an author with many years of teaching experience at both the undergraduate and MBA level, "Essentials of Operations Management" takes a global approach and places emphasis on strategy and forecasting.

Operations Management

Strategic Operations Management

Operations Management: An Integrated Approach provides an account of the systems, processes, people and technology that determine an organisation's strategy and success. With contributions from leading experts internationally, the text takes a comprehensive, comparative, and best-practice approach and applies this specifically to the Asia-Pacific region. Rigorous in scholarship yet eminently accessible in style, Operations Management is replete with pedagogical features - figures and tables, discussion exercises, 'Learnings from the Internet', and a diversity of long and short case studies from around the world. Students are taken on a seamless journey from the fundamentals of operations management, through to the multiple approaches, the various innovations, challenges and risks, and ultimately to models of sustainability and evaluative tools and techniques. The text effectively prepares future managers across every sector of the economy to lead, organise, plan and control a set of resources, in pursuit of identified goals. The book will be supported by an extensive companion website featuring PowerPoint slides for each chapter, sample answers, teaching notes and figures/images for presentations.

FCS Operations Management I2

Essential Operations Management provides a concise yet comprehensive overview of operations management, striking a balance between coverage of the service and manufacturing industries that reflects the modern business environment. The text takes an international approach with case studies covering a wide range of well-known brands such as Apple, Google, Harley Davidson, Wikipedia and Zara, ensuring students can apply theory to the real world more readily. Divided into 12 chapters, Essential Operations Management will fit easily into the average 1 semester course, and the book's modern design, complete with timely learning features, such as key ideas and the on-page glossary make new concepts easy to follow. It is also supported by a comprehensive companion website, including multiple choice questions and guideline answers to case study questions – perfect for self-study.

Strategic Operations Management

This is the perfect "field manual" for every supply chain or operations management practitioner and student. The field's only single-volume reference, it's uniquely convenient and uniquely affordable. With nearly 1,500 well-organized definitions, it can help students quickly map all

areas of operations and supply chain management, and prepare for case discussions, exams, and job interviews. For instructors, it serves as an invaluable desk reference and teaching aid that goes far beyond typical dictionaries. For working managers, it offers a shared language, with insights for improving any process and supporting any training program. It thoroughly covers: accounting, customer service, distribution, e-business, economics, finance, forecasting, human resources, industrial engineering, industrial relations, inventory management, healthcare management, Lean Sigma/Six Sigma, lean thinking, logistics, maintenance engineering, management information systems, marketing/sales, new product development, operations research, organizational behavior/management, personal time management, production planning and control, purchasing, reliability engineering, quality management, service management, simulation, statistics, strategic management, systems engineering, supply and supply chain management, theory of constraints, transportation, and warehousing. Multiple figures, graphs, equations, Excel formulas, VBA scripts, and references support both learning and application. " this work should be useful as a desk reference for operations management faculty and practitioners, and it would be highly valuable for undergraduates learning the basic concepts and terminology of the field." Reprinted with permission from CHOICE <http://www.cro2.org>, copyright by the American Library Association.

Operations Management

Security Operations Management

This text focuses on managerial issues of operations management for e-commerce businesses. The text is based on empirical evidence provided by numerous e-commerce organizations and research scholars.

Operations Management in the Travel Industry, 2nd Edition

The secrets to improving operations while maintaining the highest quality How do you operate at maximum efficiency with minimum cost? Manager's Guide to Operations Management addresses one of the most pressing business issues of our time by offering easy-to-implement advice on creating the most effective, streamlined operations possible. This quick-reference guide explains how to: Improve your production processes Boost quality using the Six Sigma approach Manage supply chains and inventory Forecast, plan, and schedule efficiently With Manager's Guide to Operations Management, you have the tools you need to ensure a smooth, steady work flow while producing products and services of the highest quality—the secret to business success.

Production and Operations Management, 6e

Operations Management in Context provides students with excellent grounding in the theory and practice of operations management and its

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

Cases in Operations Management

Essential Operations Management

Operations Management For Dummies

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.

International Operations Management

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.

Essentials of Operations Management

Based on the market-leading Operations Management text, this is the ideal book for those wanting a more concise introduction to the subject,

focusing on essential core topics, without compromising on the authoritative, clear and highly practical approach that has become the trademark of the authors. Revised and updated to reflect the ever-changing world of operations management, the book is rooted in real-life practice with a wealth of examples and case studies from different sectors and industries around the world.

International Operations Management

Operations Management in Agriculture bridges the knowledge gap on operations management for agricultural machinery. It complements traditional topics (cost of using and choosing machinery) with advanced engineering approaches recently applied in agricultural machinery management (area coverage planning and sequential scheduling). The book covers new technologies in bio-production systems (robotics, IoT) and environmental compliance by employing a systems engineering perspective with focuses on sub-systems, including advanced optimization, supply chain systems, sustainability, autonomous vehicles and IT-driven decision-making. It will be a valuable resource for students studying decision-making and those working to improve the efficiency, effectiveness and sustainability of production through machinery choice. Covers agricultural machinery management related courses and a number of other courses within the agricultural engineering discipline Provides core tools for machine operations management, including machinery selection and cost of usage Presents current knowledge for agricultural machinery management in a science-based format

Operations Management

International Operations Management: Lessons in Global Business uses a fascinating selection of case studies researched during the 'International Operations Management Project', sponsored by the European Commission, to produce a valuable view of businesses in Western and Eastern traditions. Ranging from China Post and Flextronics International (Singapore) to Electrolux, Ford, and GlaxoSmithKline, the studies link conceptual and practical approaches in five areas: international operations management strategy, sourcing and manufacturing, new product development, logistics, and networked organisations. Throughout, the authors compare the Western and Eastern approaches to business, and introduce theory to clarify the comparison and the real consequences of internationalisation. With its balance of theoretical and applied content, this volume, created from an exciting collaboration between universities and schools of management in Europe and China, serves as both a primary and supplementary source for higher level students and educators, and as a worthwhile read for interested practitioners.

Production and Operations Management

Essentials of Operations Management

This book takes a pedagogical approach that is participative and interactive, involving the case study method of learning. Chapters start with an Indian case study of a well known company. This is used as a capstone case for the chapter. The student will find this an easy learning experience as data and additional information for these enterprises is readily available. The selection of such cases makes classroom learning truly suited to the Indian business environment. The value driven approach to Operations Management is used in structuring the text into three modules. The first module discusses the infrastructure function of Operations Management. Infrastructure function is considered to be product, process, capacity and location. Module Two describes the structure of the operations function. This includes quality and other product transformation processes. Module Three focuses on the organization, people and processes i.e. the job, the work, and the workplace. In addition, most of the mathematical techniques have been separated into supplements attached to the relevant chapters. Software solutions for the techniques have been explained in the text. Every mathematical technique is exemplified with a number of solved problems. Unlike many Production and Operations Management texts, this book covers E-commerce, Industrial Safety, Maintenance, Environmental Management (Green Productivity) and new technological trends in the discipline. These sections should add to the significance of exploring how firms can gain competitive advantage and promote sustainable development at the same time. The last section of the book comprises of a selection of cases from The Indian Institute of Management at Ahmedabad. The cases encompass the entire spectrum of Indian Industry the private and the public sectors, professional and family managed business organizations, service and manufacturing industries, single industry and conglomerates. The cases relate to Operations Strategy, Supply Chain Management, Capacity Planning, New Products, Manufacturing Technologies, etc. The Case Studies are of world class. Prof. Tirupati, one of the authors of the case studies, according to Management Science, has penned one of the top 100 management articles in the 50 years. The book is comprehensive, lucid and easy to read and understand. It should be of great value both to students and faculty.

Operations Without Boundaries

Operations Management

The book that shows how to get the job done and deliver results . . . whether you're running an entire company or in your first management job Larry Bossidy is one of the world's most acclaimed CEOs, a man with few peers who has a track record for delivering results. Ram Charan is a legendary advisor to senior executives and boards of directors, a man with unparalleled insight into why some companies are successful and others are not. Together they've pooled their knowledge and experience into the one book on how to close the gap between results promised and results delivered that people in business need today. After a long, stellar career with General Electric, Larry Bossidy transformed AlliedSignal into one of the world's most admired companies and was named CEO of the year in 1998 by Chief Executive magazine. Accomplishments such as 31 consecutive quarters of earnings-per-share growth of 13 percent or more didn't just happen; they resulted from the consistent practice of the discipline of execution: understanding how to link together people, strategy, and operations, the three core processes of every business. Leading these processes is the real job of running a business, not formulating a "vision" and leaving

the work of carrying it out to others. Bossidy and Charan show the importance of being deeply and passionately engaged in an organization and why robust dialogues about people, strategy, and operations result in a business based on intellectual honesty and realism. The leader's most important job—selecting and appraising people—is one that should never be delegated. As a CEO, Larry Bossidy personally makes the calls to check references for key hires. Why? With the right people in the right jobs, there's a leadership gene pool that conceives and selects strategies that can be executed. People then work together to create a strategy building block by building block, a strategy in sync with the realities of the marketplace, the economy, and the competition. Once the right people and strategy are in place, they are then linked to an operating process that results in the implementation of specific programs and actions and that assigns accountability. This kind of effective operating process goes way beyond the typical budget exercise that looks into a rearview mirror to set its goals. It puts reality behind the numbers and is where the rubber meets the road. Putting an execution culture in place is hard, but losing it is easy. In July 2001 Larry Bossidy was asked by the board of directors of Honeywell International (it had merged with AlliedSignal) to return and get the company back on track. He's been putting the ideas he writes about in Execution to work in real time.

The Goal

About the Book: This book presents lucid treatment of a wide range of issues involved in Operations Management. It emphasises on the analysis and quantitative techniques for the overall role of Operations Management in organisations, which aim at maximis

Test Plan for the Large-scale Operations Management Test of the Use of the White Amur to Control Aquatic Plants

This revitalized new edition of Strategic Operations Management focuses on the four core themes of operations strategy, a vital topic for any company's objectives: strategy, innovation, services, and supply. Expertly authored by a team of Europe's top scholars in the field, the text is enhanced by the addition of new case examples, graphic images, learning objectives, discussion questions, and suggestions for further reading. In addition, the companion website offers a comprehensive set of web links and videos to augment the learning experience. This truly comprehensive volume underscores the differences between the core theories that underpin operations management. 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.

The Encyclopedia of Operations Management

Service Operations Management, Second Edition provides a global perspective on service operations, with expanded coverage of service operations for not-for-profit agencies, charities, NGOs and utilities, alongside commercial companies. With new, updated case studies and original research embracing big-data analytics and neurolinguistics in building customer service systems, this book will be an invaluable tool

for postgraduate and MBA students of service operations and undergraduates specialising in hospitality, tourism and public sector management.

Operations Management in Context

'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. Cutting edge techniques employed New case study material to support points in the text Critical sample questions to assist the learning process

Production and Operations Management

This book covers the emerging and important topics related to production and operations management in a systematic way. It covers not only the essentials of planning, designing, managing and controlling of manufacturing operations, but also a number of relevant topics such as total preventive maintenance, environmental issues in production system, advanced production system, total productivity management and work system design, which are not covered in many books. The book is a useful resource for undergraduate and postgraduate students of MBA programmes, as well as B.Tech and M.Tech programmes of production and industrial engineering. Key Features • Theories and concepts based on day-to-day practical applications in the industry • Large number of solved examples to explain the theoretical concepts • Case study at the end of each chapter to illustrate the theory • Brings out the link between linear programming and its applications

Operations Management

Operations Management

Cases in Operations Management: Building Customer Value Through World-Class Operations is unique in its strong grounding in real-world decisions. The cases are structured into six chapters, each of which offers an overview of key concepts. Given that most managers will need to function effectively in an international context, the cases draw from challenges faced by experienced managers in such varied settings as China, France, India, Italy, Japan, the Netherlands, Trinidad, Vietnam, and others, in addition to the United States and Canada. These cases

continue to illustrate basic concepts while expanding students' understanding of economic, political, and cultural concerns that must be interwoven into such key areas as process design, quality, and supply chain management.

Operations Management - The Art & Science of Making Things Happen

"Covers the core concepts and theories of production and operations management in the global as well as Indian context. Includes boxes, solved numerical examples, real-world examples and case studies, practice problems, and videos. Focuses on strategic decision making, design, planning, and operational control"--Provided by publisher.

Operations Management

Operations Management (OM) is a multi-faceted blend of myriad academic and practical disciplines – from engineering and economics via mathematics and marketing, to systems and psychology. To capture the state of the art, the book reviews contemporary and classic scholarship in one of the oldest business and management disciplines. To offer the reader a thought-provoking point of entry into the selected sources, the book curates its content as an imaginary exhibit, each chapter a thematic OM 'gallery' (process; planning and control; people; strategy and measurement; technology) introduced by a description of some extraordinary artefacts, paintings, sculptures and architecture. The content has been curated around three principles intended to benefit the casual reader and both new and established OM scholars. First, it incorporates works that build on, or help to distinguish, fundamental tenets from more transitory fads. Second, the text makes significant efforts to try and balance the gravitational pull of the factory, (even though this may not offer an accurate representation of the majority of the field) and third, to try to keep managerial rather than technical/ analytical concerns to the fore. This concise book provides a useful overview of current and classic OM research. Written by a leading authority, it is intended to be a valuable and engaging resource for both students and scholars of business.

Operations Management

This leading text for P/OM, the successor to both *Productions and Operations Management*, 5/e (1993) and *Operations Management*, 1/e (1992), shows students how managers design, plan and control operations to achieve optimum productivity, top quality and customer satisfaction. The first text to stress management of on-going systems on both manufacturing and service industries, it covers both descriptive and quantitative methods throughout. The book is firmly rooted in the premise that operations play a major role in achieving quality and customer satisfaction. This revision features a new, integrated subtheme of competitive excellence and has been updated on such current issues as TQM, continuous improvement, JIT, service industries, international operations, and changing technologies. In addition, the problem of material (manual and computer-assisted) has been extensively revised and many new real-world applications have been added both as boxed features and as in-text examples. This edition features a bold, new full colour design with an all new photo essay programme

throughout the text.

Execution

Operation Management

Operations Management in Agriculture

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

Service 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.

Service Operations Management, Second Edition

Examines operations management, covering such topics as evaluating and measuring existing systems' performance, using tools like Six Sigma and Lean production, designing new processes, and defining, planning, and controlling costs.

Operations Management

Putting management theory into practice faces some major challenges. This edition sets out the hard-learned experience of a senior Scotland Yard officer and presents many important messages for new managers, enabling them to survive and eventually flourish while guiding more experienced Directors to secure the holy grail of truly exceptional performance.

Large-scale Operations Management Test of Use of the White Amur for Control of Problem Aquatic Plants

As the services sector has become the most important sector of many of our economies, this book makes a valued contribution to our greater understanding of what features are critical to operational success in this sector. Based upon sound research and drawing on numerous cases studies, the author has delivered an expose that will be of value to academics and practitioners alike. From a long career in the field, the author has distilled critical content into a well-organised book that is a must for students and practitioners in services operations management. It is welcoming to read of service operations management in the not-for-profit and public sectors. _ Peter Liesch, University of Queensland Business School, Brisbane, Australia

David has captured the essentials of service operations within a complete enterprise framework. Based upon case studies from a broad variety of organizations from around the globe, this easy to understand text is a must for students and practitioners alike. Students of service operations and indeed services marketing have been long awaiting a reference such as this. _ Derek Lundberg, Metcash Food & Grocery

The author recognizes the critical fact that service operations is worlds apart from manufacturing operations management that produces tangible products _ a failing of so many other texts that have drawn on yesteryear manufacturing paradigms to try and explain services. This book succeeds in combining operational analysis with the empirical research to arrive at a comprehensive understanding of the forces that shape and change the service sectors. Drawing on a wealth of information by virtue of his track record of many years researching the service sectors, this book will be invaluable to both students, practitioners and anyone interested in successful service operations _ tourism, hospitality, transport, retailing, utilities, not for profit, public service. _ George Downie, Senior Lecturer, Southampton Business School, UK

This is an important book for educators, students and professional managers. As the services sector becomes a larger and increasingly pervasive part of our economy and as service operations management becomes the biggest part of most organizations, the opportunity to increase productivity, quality, flexibility and innovation of service provision must be grasped firmly by those who want their organizations to remain competitive and successful. This book very effectively blends conceptual frameworks with new, practical case studies. It is full of valuable and useful insights. _ Danny Samson, University of Melbourne, Australia

This comprehensive textbook will become required reading for postgraduate students seeking to understand the principles of service operations management and for undergraduate students specializing in hospitality, tourism or the public sector. It will also serve as a handbook for operations managers in service organizations as they seek to develop and implement improved operations strategies. Focusing on service delivery design, capacity, recovery, performance measurement and service strategy, the challenge of delivering exceptional service quality is addressed through a comparison of customers' perceptions and expectations. A new approach to quality in services describes the tools and methods for continuous service improvement. This accessible and engaging textbook is the ideal foundation for a

course in service operations management. Each chapter: - ' represents a lecture and specific topic _ with specified learning objectives and outcomes ' develops using a chunking and scaffolded pedagogical technique _ sub-sections in the chapter develop the chapter's theme ' includes examples of organizations and small case-vignettes suitable for class/group discussion and larger cases of international organizations for set-work activity ' draws upon contemporary research with clear citations to show the source _ each chapter has a bibliography and reference list ' includes a series of questions that can be asked of the audience/students _ either to promote discussion or to be set as an assignment See the companion website _ INCLUDE LINK _ for an Instructor Resource Guide and PowerPoint slides, with tips for activities and as a general guide to explore issues raised in the book.

Production & Operations Management

The book teaches international operations concepts which are being employed by leading organizations to secure and sustain competitive advantage in the 21st Century marketplace.

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