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Operations Management

By Alistair Brandon-Jones, Nigel Slack, Robert Johnston

Pearson Education Limited, United Kingdom, 2016. Paperback. Book Condition: New. 8th Revised edition. 265 x 195 mm. Language: N/A. Brand New Book. Operations management is important, exciting, challenging .and everywhere you look! * Important, because it enables organizations to provide services and products that we all need * Exciting, because it is central to constant changes in customer preference, networks of supply and demand, and developments in technology * Challenging, because solutions must be must be financially sound, resource-efficient, as well as environmentally and socially responsible * And everywhere, because in our daily lives, whether at work or at home, we all experience and manage processes and operations. New features: * There are now more than 110 of the popular Operations in Practice examples throughout the book, over 40 of which are new. * The importance of sustainability and Corporate Social Responsibility (CSR) has been emphasized further, and included throughout the book. * We have even further strengthened the emphasis on the idea that operations management is relevant to every type of business and all functional areas of the organization. * Many new ideas in operations management have been incorporated, including the three level approach to performance, the relationship between...



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Operations management is the administration of business practices aimed at ensuring maximum efficiency within a business, which in turn helps to improve profitability. It involves resources from staff, materials, equipment, and technology, converting these inputs into efficient and effective outputs on both day-to-day and strategic levels within an organization. If you think that sounds super theoretical, we agree – it does. As with most business buzzwords, it can be a bit hard to understand in terms of REAL practice. Operations management is an area of management concerned with designing and controlling the process of production and redesigning business operations in the production of goods or services. It involves the responsibility of ensuring that business operations are efficient in terms of using as few resources as needed and effective in terms of meeting customer requirements. Operations management is primarily concerned with planning, organizing and supervising in the contexts of production, manufacturing. Operations management focuses on carefully managing the processes to produce and distribute products and services. A great deal of focus is on efficiency and effectiveness of processes. Therefore, operations management often includes substantial measurement and analysis of internal processes. Ultimately, the nature of how operations management is carried out varies by industry. The term operations management encompasses planning, implementing, and supervising the production of goods or services. Operations managers have responsibilities in both strategy and day-to-day production, in either manufacturing or services. Sometimes called production management, the field is cross-functional, tying in with other departments such as sales, marketing, and finance. It's™s involved in product or service creation, development, production, and distribution. In effect, it connects dots along the value chain.