Global and Southern African Perspectives

Operations Management

3rd Edition

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Service Operations Management 3rd Edition

Jan Vissers, Sylvia Elkhuizen, Nathan Proudlove

Service Operations Management 3rd Edition:

Service Operations Management Robert Johnston, Graham Clark, 2008 Service Operations Management is an invaluable guide to students and managers confronting operational issues in service management whether from a general management perspective or focused in specific sectors such as tourism and leisure or business services. This book is ideal for undergraduates postgraduates or executives wishing to gain a deeper understanding of managing service operations and improving service delivery Johnston and Clark is an outstanding text and should remain at the forefront of service management texts for the foreseeable future It has attracted excellent student feedback Geoffrey Plumb Senior Lecturer Staffordshire UniversityFinally a book that encompasses and illustrates all the phases of service processes giving the right emphasis to each rather than focusing exclusively on the marketing aspects of the service context Andrea Vinelli Professor of Operations Management University of Padova Italy Healthcare Operations Management, Third Edition Daniel B. McLaughlin, John R. Olson, 2017-03-01 The answers to many of the dilemmas faced by the US healthcare system such as increasing costs inadequate access and uneven quality lie in organizational operations the nuts and bolts of healthcare delivery Leading healthcare organizations have begun to employ the programs techniques and tools of operations improvement that industries outside of healthcare have successfully used for decades Healthcare Operations Management aims to help healthcare management students and working professionals find ways to improve the delivery of healthcare with its complex web of patients providers reimbursement systems physician relations workforce challenges and intensive government regulation Taking an integrated approach the book puts the tools and techniques of operations improvement into the context of healthcare so that readers learn how to increase the effectiveness and efficiency of tomorrow s healthcare system Thoroughly revised and updated this edition includes A new chapter on big data and analytics for fact based decision making More Excel examples to demonstrate the use of this prime analytics tool New case studies and exercises Expanded information on innovation and new approaches to care delivery With its plentiful examples guidelines to software tools and emphasis on contemporary healthcare management issues this book provides current and future healthcare professionals alike with a broad foundation for implementing operational improvements in their organizations **Handbook of Services** Marketing and Management Teresa Swartz, Dawn Iacobucci, 2000 What a rarity to see a who s who of thought leaders on any subject create original material for an anthology It's a real collegial tribute to Teresa A Swartz and Dawn Iacobucci that they have been able to assemble such a treasure of original material including some of the last from our late friend and colleague Eric Langeard on topics important to services marketing and management James Heskett Harvard Business School The Handbook of Services Marketing and Management provides an excellent introduction to the topics and issues that define service marketing today Editors Swartz and Iacobucci have recruited many of the leading names in service research to write the chapters in the book ensuring that the Handbook will be a valuable reference for years to come Roland T Rust Journal of

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postgraduate level through the application of approaches to operations management problems in healthcare practice It will serve as a primary textbook for a health service operations management course module in a Master's program on healthcare Research Methods for Operations and Supply Chain Management Christer Karlsson, 2023-11-15 Research Methods for Operations and Supply Chain Management third edition is a toolkit of research approaches primarily for advanced students and beginner researchers but also a reference book for any researcher in operations and supply chain management OSCM Many students begin their careers in research limited by the one or few approaches taken by their department The concise accessible overviews found here equip them with an understanding of a variety of methods and how to use them enabling students to tailor their research project to their own strengths and goals The more seasoned researcher will find comprehensive descriptions and analyses on a wide variety of research approaches This updated and enhanced edition responds to the latest developments in OSCM including the growing prominence of services and production of intangible products the complete supply chain and the increasing use of secondary data and of mixed approaches Alternative research approaches are included and explored to help with the planning of research This edition also includes expanded literature reviews and analysis to guide students towards the next steps in their reading and more detailed step by step advice to tie theory with the research Including contributions from an impressive range of the field's leading thinkers in OSCM research this is a guide that no one embarking on an OSCM research project should be without Previous editions of this book were published under the title Research Methods for Operations Management and Researching Operations The Routledge Companion to Production and Operations Management Martin K. Starr, Sushil K. Management Gupta, 2017-03-27 This remarkable volume highlights the importance of Production and Operations Management POM as a field of study and research contributing to substantial business and social growth The editors emphasize how POM works with a range of systems agriculture disaster management e commerce healthcare hospitality military systems not for profit retail sports sustainability telecommunications and transport and how it contributes to the growth of each Martin K Starr and Sushil K Gupta gather an international team of experts to provide researchers and students with a panoramic vision of the field Divided into eight parts the book presents the history of POM and establishes the foundation upon which POM has been built while also revisiting and revitalizing topics that have long been essential It examines the significance of processes and projects to the fundamental growth of the POM field Critical emerging themes and new research are examined with open minds and this is followed by opportunities to interface with other business functions Finally the next era is discussed in ways that combine practical skill with philosophy in its analysis of POM including traditional and nontraditional applications before concluding with the editors thoughts on the future of the discipline Students of POM will find this a comprehensive definitive resource on the state of the discipline and its future directions Handbook of Hospitality Operations and IT Peter Jones, 2008-09-10 Handbook of Hospitality Operations and IT provides an authoritative resource for critical reviews of

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