

Third Edition

Robert Johnston
and Graham Clark

Service Operations Management

Improving Service Delivery



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Service Operations Management Johnston Clark

Robert Johnston, Graham Clark



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Service Operations Management Robert Johnston, Graham Clark, Michael Shulver, 2012 This international market leading book aimed at both students and practising managers provides a comprehensive and balanced introduction to service operations management Building on the basic principles of operations management the authors examine the operations decisions that managers face in controlling their resources and delivering services to their customers Combining a unique practical approach with a detailed theoretical underpinning the authors provide tools frameworks and techniques for operational analysis and improvement and set operations management within the wider business context bringing a valuable real world perspective to this growing area Each chapter includes definitions of key terms real world examples and case studies with exercises questions to test both understanding and application together with recommended further reading and suggested web sites to deepen your knowledge New features for this 4th edition include A new 17 chapter structure A practical focus on how to deal with the key issues and challenges facing service operations managers A new chapter on the customer experience A new chapter on driving continuous improvement A new chapter on learning from other operations A new chapter on world class service Six new end of chapter case exercises A new full colour design 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

Service Operations Management Robert Johnston, Graham Clark, 2001 Limp Blurb Johnston Service Operations Management Approved version This major new text provides a refreshingly new comprehensive and balanced introduction to Service Operations Management Building on the basic principles of operations management the book examines the operations decisions that managers may face in managing their resources and delivering services to their customers Although the emphasis is on operations the text also recognizes the impact of other management functions on service delivery Indeed the key issue of service delivery is the prime focus of

the book Requiring only basic knowledge of operations management theory the book is easy to read and accessible to undergraduates as well as practising managers As such Service Operations Management will be an invaluable guide to students and managers confronting operational issues in service management Key features Provides a valuable operations management perspective on a large and growing yet hitherto neglected area Includes international examples from many types of organizations such as public sector voluntary mass transport services professional services retailers internet services tourism and hospitality to reflect the diversity of the service sector Combines a practical approach with detailed theoretical underpinning to provide balanced coverage Accessible the contents are structured around 5 key tasks thus breaking the subject into manageable chunks Pedagogical features each chapter provides definitions of key terms and constructs identifies key operations management issues highlights a number of questions ideas frameworks approaches and techniques showing how managers can improve their performance real world illustrations chapter summaries case exercises Further questions and reading Instructors Manual Picture caption Front cover Spine Back Cover Full ISBN 0173 63922 6 **Services Operations Management Improving Services Delivery**, 2005 **Service Operations Management EBook** Robert Johnston, 2012 This international market leading book aimed at both students and practising managers provides a comprehensive and balanced introduction to service operations management Building on the basic principles of operations management the authors examine the operations decisions that managers face in controlling their resources and delivering services to their customers *Public Service Operations Management* Zoe Radnor, Nicola Bateman, Ann Esain, Maneesh Kumar, Sharon Williams, David Upton, 2015-07-30 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 Transforming Field and Service Operations Gilbert Owusu, Paul O'Brien, John McCall, Neil F. Doherty, 2014-01-21 The drive to realise operational efficiencies improve customer service develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations To maximise the efficiency and effectiveness of these operations organisations have embarked on a wide range of

transformation programmes that have sought to introduce automation through the use of workforce management technologies. Despite the potential business value that can be provided by such transformation programmes, too often the automation technologies have not been fully utilised and their expected benefits have as such not been realised. Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical, political, structural and social aspects of a specific project have been managed. The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies. Accordingly, the book is organised into four sections. Section A, 'The Case for Transforming Service and Field Operations', explains the rationale as to why organisations should actively consider transforming their service and field operations, while Section B presents various Methods, Models and Enabling Technologies for Transforming Service and Field Operations. In Section C, a number of Case Studies illustrate how new technologies can be applied to field and service operations to deliver concrete business benefits. Lastly, Section D considers Challenges, Outcomes and Future Directions. Overall, this book provides valuable insights into how to successfully transform field service operations with automated technologies. It draws on years of experience from different industries and from different perspectives on realising change. It is aimed at managers, technologists, change agents and scholars who are interested in field service operations in general and the use of advanced computing technologies in this area in particular.

Operations Management David

Barnes, 2018-01-30. 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.

Strategic Operations Management Steve Brown, J. R. Bessant, Richard Lamming, 2013. 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 Palgrave Handbook of Service Management Bo

Edvardsson, Bård Tronvoll, 2022-05-24 This handbook provides an innovative thorough overview of service management It draws together an impressive international group of leading scholars who offer a truly global perspective exploring current literature and laying out guidance for future research Beginning with defining service as a perspective on value creation and service management as a set of organizational competencies for enabling and realizing value creation through service it then moves on to follow the evolution of service research From there the book is structured into six main themes perspectives on service management service strategy service leadership and transition service design and innovation service interaction quality and operations and service management and technology This book is valuable reading for academics lecturers and students studying service management operations management and service research **Research Handbook on Services**

Management Davis, Mark M., 2022-08-05 This comprehensive Research Handbook reflects the latest research breakthroughs and practices in services management Addressing services management from a broader strategic perspective it delves into the key issues of analytics and service robots and their potential impact Edited by the late Mark M Davis it represents an early foray into the new frontier of services management and provides insights into the future of the field

Operations Management, *Managing Hospitality Experiences* Alexandra Kenyon, Peter Robinson, James Musgrave, 2020-06-25 Using examples from the gamut of hospitality this book explores issues around people services and spaces It covers management issues such as marketing human resources operations quality management facilities management project management and strategy while considering hospitality operations within their wider geo social and geo environmental settings This book includes a range of important contemporary topics such as sustainability resilience and ethics supported throughout by learning objectives case studies review questions links to videos and further reading suggestions Service Science, Management and Engineering Bill Hefley, Wendy Murphy, 2008-01-08 Increasingly academic and industrial leaders are recognizing that college graduates need new skills to address business and technical issues in a service business environment Because services depend critically on people working together and with technology to provide value for others these new skills include the ability to integrate across traditional disciplinary areas to obtain globally effective solutions Service Science Management and Engineering SSME is one such approach to properly focusing education and research on services and to preparing tomorrow's graduates to work in an expanding services economy Papers in this volume were developed from the 2006 conference hosted by IBM Service Science Management and Engineering Education for the 21st Century The book incorporates a variety of perspectives informed by an international background in SSME

experience and education including management business social science computer science and engineering *Operations Management in the Hospitality Industry* Peter Szende,Alec N. Dalton,Michelle (Myongjee) Yoo,2021-06-10 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 Operations Management in the Travel Industry, 2nd Edition Peter Robinson,Paul Fallon,Harry Cameron,John C Crotts,2016-02-26 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 Operations Management with Service Operations Management Slack,Johnson,2003-08-07 This is a great value multipack consisting of Slack Operations Management 3e ISBN 0273646575 Johnson Service Operations Management ISBN 0273639226 *Rural Tourism and Enterprise* Ade Oriade,Peter Robinson,2017-05-02 Marketing and management processes across industries can be very similar but contexts vary where political intervention public interest and local sustainability are involved The rural business setting is especially intricate due to the assortment of different business opportunities ranging from traditional agriculture to tourism enterprise and even high tech business Including pedagogical features and full colour throughout this new textbook provides an engaging and thought provoking resource for students and practitioners of tourism rural business and related industries **Global Air Transport Management and Reshaping Business Models for the New Era** Kankaew, Kannapat,2022-05-27 The air transport industry is highly vulnerable to environmental changes as was seen when the recent COVID 19 pandemic caused most airline operations to cease However for decades airlines have been collapsing around the globe as the business of managing airline operations has become stressed due to price competition This is detrimental to air carriers since air transport products and services are the same Moreover it impacts other industries such as tourism hotels and restaurants which contribute to the derailment of economic and social activities Thus it is essential to determine new practices and strategies that can allow air transport management to be enriched and to flourish Global Air Transport Management and Reshaping Business Models for the New Era provides a comprehensive collection of knowledge on the new era of business management on air transport It provides strategies technologies and tools used in the reshaping of the air transport business model Covering topics such as customer experience robotic process automation and airline alliances this major reference work is an essential resource for airline managers supply chain specialists air transport managers students and faculty of higher education libraries

researchers economists government officials and academicians *Encyclopedia of Sports Management and Marketing*
Linda E. Swayne, Mark Dodds, 2011-08-08 This four volume set introduces on the management side principles and procedures of economics budgeting and finance leadership governance communication business law and ethics and human resources practices all in the sports context On the marketing side this reference resource explores two broad streams marketing of sport and of sport related products promoting a particular team or selling team and sport related merchandise for example and using sports as a platform for marketing non sports products such as celebrity endorsements of a particular brand of watch or the corporate sponsorship of a tennis tournament Together these four volumes offer a comprehensive and authoritative overview of the state of sports management and marketing today providing an invaluable print or online resource for student researchers

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