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Improving Service Delivery



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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 **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 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 **Proceedings of the 6th CIRP-Sponsored International Conference on Digital Enterprise Technology** George Q. Huang, K.L. Mak, Paul G. Maropoulos, 2009-12-12 This Proceedings volume contains articles presented at the CIRP Sponsored International Conference on Digital Enterprise Technology DET2009 that takes place December 14 16 2009 in Hong Kong This is the 6th DET conference in the series and the first to be held in Asia Professor Paul Maropoulos initiated hosted and chaired the 1st International DET Conference held in 2002 at the University of Durham Since this inaugural first DET conference DET conference series has been successfully held in 2004 at Seattle Washington USA in 2006 at Setubal Portugal in 2007 at Bath England and in 2008 at Nantes France The DET2009 conference continues to bring together International expertise from the academic and industrial fields pushing forward the boundaries of research knowledge and best practice in digital enterprise technology for design and manufacturing and logistics and supply chain

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Operations Management: Operations management concepts and strategy David Bennett,2006 Handbook of Container Shipping Management Christel Heideloff,Thomas Pawlik,2006 **Acta Universitatis Lodzensis** ,2004

Logistics Management and Strategy Alan Harrison,Remko I. van Hoek,2002 Logistic management is a vital part of any business operation This volume provides information on all aspects of strategic planning and business logistics

Academy of Management Learning and Education ,2008 Managing Services Mark M. Davis,Janelle N. Heineke,2003 Managing Services is an alternative to the growing service management market in that it is more managerial and procedural placing less emphasis on quantitative tools and more on strategic concerns The benefit of this approach is that it views services from the perspective of the general manager rather than the operations specialist This is important especially considering most students taking this course aspire to and are preparing for managerial positions *QFinance* ,2009-10-13 Compiled by more than 300 of the world s leading professionals visionaries writers and educators this is THE first stop reference resource and knowledge base for finance QFINANCE covers an extensive range of finance topics with unique insight authoritative information practical guidance and thought provoking wisdom Unmatched for in depth content QFINANCE contains more than 2 million words of text data analysis critical summaries and bonus online content Created by Bloomsbury Publishing in association with the Qatar Financial Centre QFC Authority QFINANCE is the expert reference resource for finance professionals academics students journalists and writers QFINANCE The Ultimate Resource Special Features Best Practice and Viewpoint Essays Finance leaders experts and educators address how to resolve the most crucial issues and challenges facing business today Finance Checklists Step by step guides offer problem solving solutions including hedging interest rate risk governance practices project appraisal estimating enterprise value and managing credit ratings Calculations and Ratios Essential mathematical tools include how to calculate return on investment return on shareholders equity working capital productivity EVA risk adjusted rate of return CAPM etc Finance Thinkers and Leaders Illuminating biographies of 50 of the leading figures in modern finance including Joseph De La Vega Louis Bachelier Franco Modigliani Paul Samuelson and Myron Scholes Finance Library digests Summaries of more than 130 key works ranging from Against the Gods to Portfolio Theory Capital Markets and The Great Crash Country and Sector Profiles In depth analysis of 102 countries and 26 sectors providing essential primary research resource for direct or indirect investment Finance Information Sources A select list of the best resources for further information on finance and accounting worldwide both in print and online including books journal articles magazines internet and organizations Finance Dictionary A comprehensive jargon free easy to use dictionary of more than 9 000 finance and banking terms used globally Quotations More than 2 000 business relevant quotations Free access to QFinance Online Resources www.qfinance.com Get daily content updates podcasts online

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