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Operations Management 2nd Edition

Andrew Greasley



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Operations Management Andrew Greasley, 2009-12-21 Operations management deals with the management of the creation of goods and the delivery of services to the customer It plays an essential role in the success of any organization In this book Andrew Greasley provides a clear and accessible introduction to this important area of study focusing on all key areas of operations in both manufacturing and service industries Operations Management Second Edition covers the main areas of operations strategy the design of the operations system and the management of operations over time Yet its concise nature of the text means students are not overwhelmed by the amount of material presented This new edition also features New content in such areas such as the quality gap model enterprise systems and business process management Expanded case studies to include more global and European cases and longer cases at the end of each chapter Greater clarity in chapter material organization Worked Examples providing a step by step guide to the procedure to solve

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