

# Operations Management

Sustainability and Supply Chain Management

**ELEVENTH EDITION** 

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# **Operations Management 11th Edition**

Richard E. Crandall, William R. Crandall

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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

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This engaging and accessible textbook explores the challenges and complexities of managing operations in a service industry setting Comprehensive in scope this textbook considers key concepts from strategy and operations management from a global services perspective and integrates traditional theory with cutting edge contemporary examples Taking a student centred approach it gives the reader a solid understanding of the key issues faced by contemporary service organisations from managing and reviewing risk to managing supplier relationships Rich pedagogy integrated online resources and relevant international case studies develop strategic thinking skills and equip students with the essential tools and techniques needed to plan design manage and control operations in diverse service industry contexts This is an ideal textbook for students of service operations management at undergraduate postgraduate and MBA level Accompanying online resources for this title can be found at bloomsburyonlineresources com service operations management. These resources are designed to support teaching and learning when using this textbook and are available at no extra cost The Procurement and Supply Manager's Desk Reference Fred Sollish, John Semanik, 2007-07-20 The Procurement and Supply Manager's Desk Reference Finally a cohesive volume written for the worldwide profession of purchasing and supply chain management James D Reeds CPM CFPIM CIRM CPCM President Institute for Supply Management Silicon Valley Great resource This work is educational informative and certainly most practical Peter Sterlacci Director Professional Development San Jose State University Complete with useful information the authors are extraordinary experts in the field of supply chain management Michael Geraghty MBA President Geraghty International and author of Anybody Can Negotiate Even You Destined to become every supply manager's essential desktop tool with in depth authoritative coverage of each topic Leaving no stone unturned in covering all aspects of the purchasing and sourcing function The Procurement and Supply Manager's Desk Reference is filled with everything every supply manager needs to know about the key roles and responsibilities of a procurement manager Filled with practical aids such as checklists and customizable forms this essential book provides an easy to use road map for the supply manager in the new millennium With an eye toward incorporating proactive strategies and best practices The Procurement and Supply Manager's Desk Reference offers detailed coverage and tips on Procurement and Best Business Practices Sourcing Management How to select suppliers and measure performance The best way to leverage computer systems Providing value to the organization Identifying those strategies that will work best for your business for years to System Engineering Management Benjamin S. Blanchard, John E. Blyler, 2016-02-16 A practical step by step come guide to total systems management Systems Engineering Management Fifth Edition is a practical guide to the tools and methodologies used in the field Using a total systems management approach this book covers everything from initial establishment to system retirement including design and development testing production operations maintenance and support This new edition has been fully updated to reflect the latest tools and best practices and includes rich discussion on computer based modeling and hardware and software systems integration New case studies illustrate real world application

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