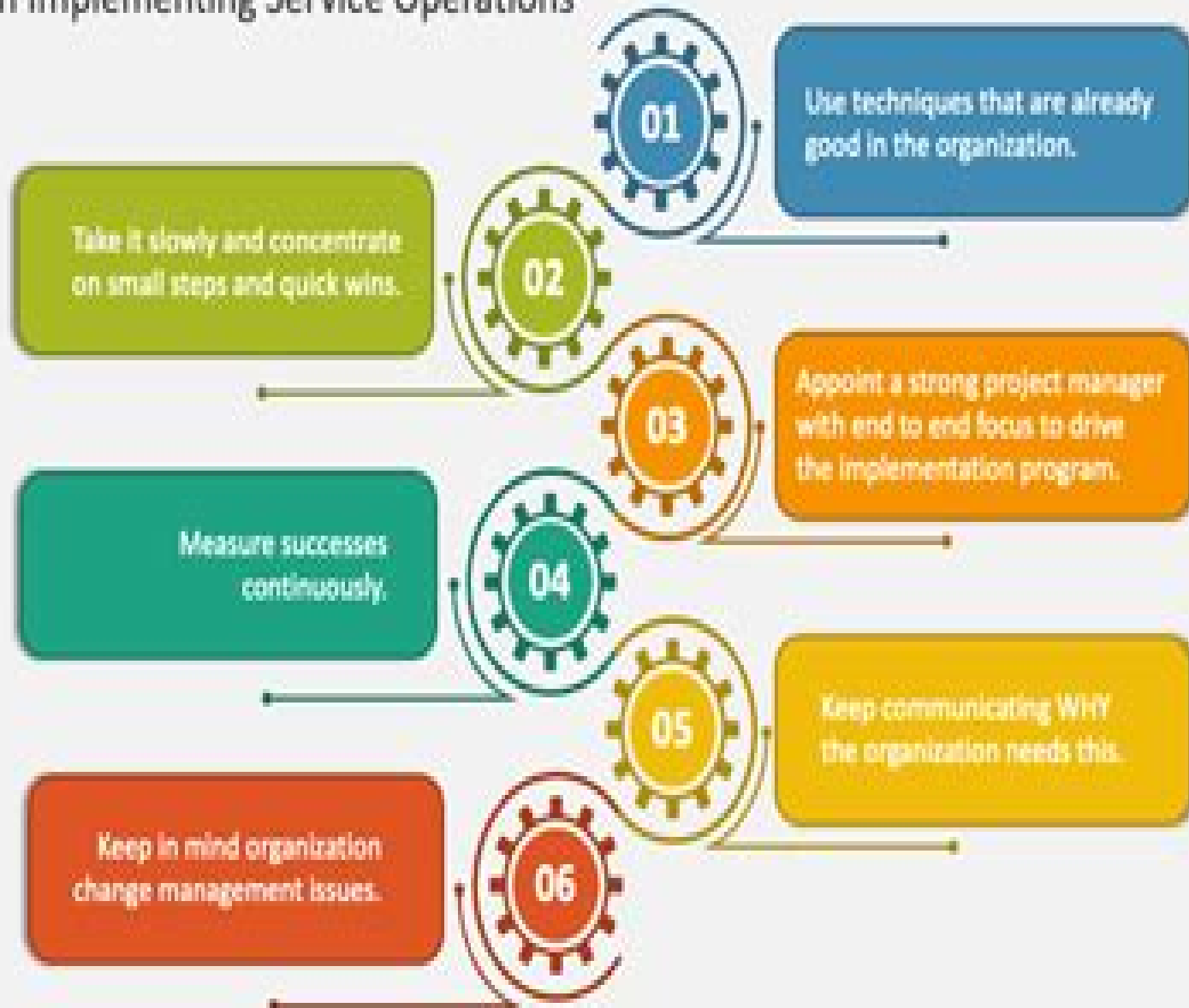


# SERVICE OPERATIONS MANAGEMENT

## Factors in Implementing Service Operations



# Management Of Service Operations

**Richard Metters**



## Management Of Service Operations:

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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 Successful Service Operations Management Richard Metters,2006 Service Operations Management Christine Hope,Alan Mühlemann,1997 This text presents the ideas and concepts necessary to describe and understand the different facets of operations management in service operations environments **Service Operations Management** Roger W. Schmenner,1995 **Management of service operations : text, cases, and readings** W. Earl Sasser,1982 **The Management of Service Operations** J. Nevan Wright,Peter Race,2004 The Management of Service Operations draws on aspects of management of manufacturing operations to show the interrelationship of operations throughout the supply chain Tools and techniques for developing and implementing value adding strategies are provided and everyday examples are drawn on to give practical advice on how to make more efficient use of resources in order to gain competitive advantage The text concludes with a chapter on change management designed to alter the culture of an organization in order to motivate staff to achieve common goals Service operation Great Britain. Office of Government Commerce,2007-05-30 This publication provides best practice advice on all aspects of managing the day to day operation of an organisation s IT services It encompasses and supersedes the operational aspects of the ITIL Service Support and Service Delivery publications and covers most of the scope of ICT Infrastructure Management it also incorporates operational aspects from the Planning to Implement Application Management Software Asset Management and Security Management publications **Managing Service Operations** Bill Hollins,Sadie Shinkins,2006-09-18 Bill Hollins continues his practical investigation of design in the service sector In this new book with Sadie Shinkins he provides a down to earth approach to an important topic in the field Naomi Gornick Honorary Professor University of Dundee Guiding readers through each stage in the design and implementation of service operations this book combines lively examples that are easy to relate to with clearly explained theory Throughout chapters contain pedagogical features that will help students to get the most from the ideas and examples being presented in the book They include Chapter objectives Short cases Student exercises Chapter summaries Further reading section A glossary of key terms *Service Operations Management* James A. Fitzsimmons,Robert S. Sullivan,1979 *Successful Service Operations Management* Richard Metters,2006 This book covers the full cycle of building a service business from concept formation through implementation The first section of the book three chapters focuses on constructing

a business strategy The next section details how to implement that strategy in the design of the service system Capacity management is an important strategic and tactical issue in many services and is the subject of the four chapters in the third section of the book Finally the last four chapters provide managers tools for everyday operation *Customer Processes in Business-to-Business Service Transactions* Janine Frauendorf,2007-12-08 Services cannot be produced without customer participation This aspect involves significant consequences for services management The integration of the customer and the integration of the external resources that customers need to provide require comprehensive means to coordinate the activities of suppliers and customers Services management literature is based on the idea that the success of service companies mainly depends on an effective and efficient design of supplier and customer interfaces As a result academic and practice oriented service management problems are concerned with managing service processes However most approaches are focused on the supplier process side Here numerous concepts as well as IT supported tools for service process documentation and service process management have been developed Customer processes on the contrary have mostly been ignored even though it is obvious that they have a high impact on the overall success of the service process The present work is a major step forward to close that research gap The author analyses the customer influence on efficiency and effectiveness of the service process depending on the customer's service process knowledge The empirical data of the thesis was gained from a practice study it was made in cooperation with a corporate division of T Systems International that provides business customers with virus wall and firewall service packages for data network security The study is based on the assumption that service customers have a relatively precise image of the structure and process of the service transaction

**Introduction to the ITIL service lifecycle** Office of Government Commerce,Great Britain. Office of Government Commerce,2010-05-12 This official introduction is a gateway to ITIL It explains the basic concept of IT Service Management ITSM and the place of ITIL introducing the new lifecycle model which puts into context all the familiar ITIL processes from the earlier books It also serves to illuminate the background of the new ITIL structure This title introduces ITSM and ITIL explains why the service lifecycle approach is best practice in today's ITSM and makes a persuasive case for change After showing high level process models it takes the reader through the main principles that govern the new version lifecycle stages governance and decision making then the principles behind design and deployment and operation and optimisation

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