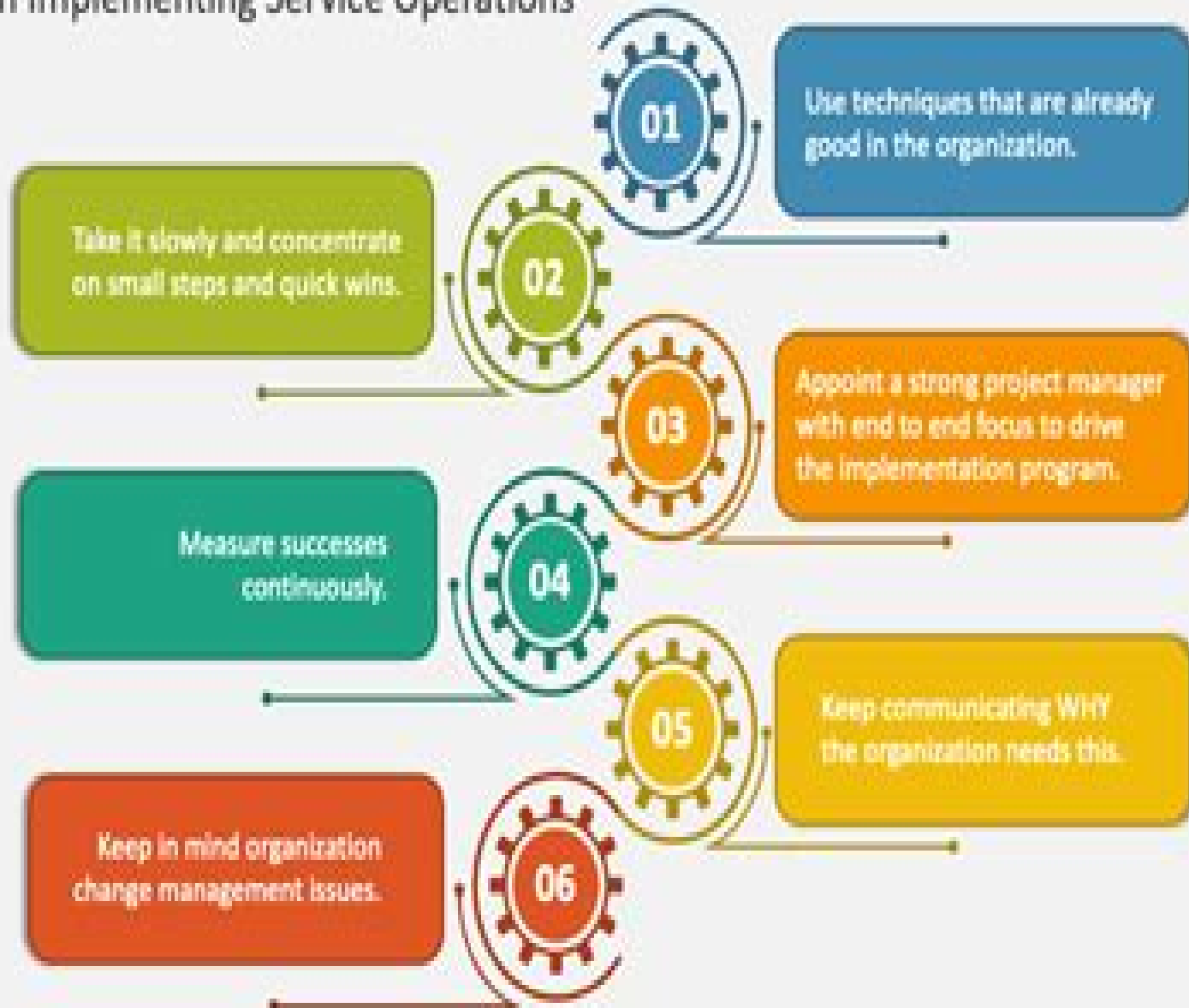


SERVICE OPERATIONS MANAGEMENT

Factors in Implementing Service Operations



Service Operations Management

**W. Earl Sasser, Richard Paul Olsen, D.
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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 Johnston and Clark is an outstanding text and should remain at the forefront of service management texts for the foreseeable future It has attracted excellent student feedback Geoffrey Plumb Senior Lecturer Staffordshire University Finally a book that encompasses and illustrates all the phases of service processes giving the right emphasis to each rather than focusing exclusively on the marketing aspects of the service context Andrea Vinelli Professor of Operations Management University of Padova Italy *Management of Service Operations* W. Earl Sasser, Richard Paul Olsen, D. Daryl Wyckoff, 1978 Textbook on operational management in the service sector presents case studies concerning service delivery systems in the USA and discussing business organization capacity management and management techniques for service operations Illustrations and statistical tables *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 *Service Operations Management* Robert G. Murdick, Barry Render, Roberta S. Russell, 1990 Successful Service Operations Management Richard Metters, 2006

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

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