

# Stevenson Hojati Operations Management Manual

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this book is a novel treatment of operations management it takes a fresh insight to this increasingly important topic exploring fundamental principles equally applicable to service and manufacturing situations the book adapts a strategic stance by providing a framework for effective decision making and is aimed at practising managers who need to design working processes manage change and make decisions within a strategic framework the framework and supporting case vignettes allow the practitioner to grasp essential concepts quickly in a range of different operational contexts bamford and forrester have done an excellent job in creating a concise salient and appealing approach they have captured the essential elements of designing processes products and work organizations exploring approaches to operations planning and control managing change through effective project management and technology transfer and then managing quality and improvement strategies professor rob handfield professor of supply chain management north carolina state university usa this is an excellent concise text that introduces students to all of the key areas it s an invaluable aid for students in understanding all of the major aspects of operations and their importance to the success of businesses professor steve brown professor of management university of exeter business school university of exeter uk for today s or tomorrow s business leaders this text has well structured invaluable content ready for immediate adoption follow the guide put it into practice and the rewards will follow mr vernon barker managing director first transpennine express first group plc uk this book combines technical theory book smarts with real life experience street smarts in a flowing read mr stephen oliver vice president marketing sales vicor corporation boston usa

operations management is an area of management concerned with overseeing designing and controlling the process of production and redesigning business operations in the production of goods or services it involves the responsibility of ensuring that business operations are efficient in terms of using as few resources as needed and effective in terms of meeting customer requirements it is concerned with managing the process that converts inputs in the forms of raw materials labor and energy into outputs in the form of goods and or services the relationship of operations management to senior management in commercial contexts can be compared to the relationship of line officers to highest level senior officers in military science the highest level officers shape the strategy and revise it over time while the line officers make tactical decisions in support of carrying out the strategy in business as in military affairs the boundaries between levels are not always distinct tactical information dynamically informs strategy and individual people often move between roles over time contents 1 introduction 8 1 1 what is operations management 8 1 2 manufacturing and service operations 8 1 3 the systems view of operations management 9 1 4 the process view of organisations 10 2 operations strategy 11 2 1 what is strategy 11 2 2 levels of strategy 11 2 3 the role of operations in strategy development 11 2 4 operations competitive priorities 12 3 product design and process selection 14 3 1 generating ideas 14 3 2 product screening 14 3 3 preliminary design 16 3 4 final design 16 3 5 methods for improving product design 17 3 6 process selection 17 4 total quality management 20 4 1 the cost of quality 20 4 2 quality systems 22 5 statistical process control 24 5 1 chance causes of variation 24 5 2 assignable causes of variation 24 5 3 types of control charts 24 6 supply chain management 25 6 1 fluctuations in the supply chain 25 6 2 supply chain procurement 26 6 3 supply chain distribution 28 7 jit and lean

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the complete guide to plant operations management is an essential hands on desktop manual for any production professional who handles a variety of functions and responsibilities the book contains on the job procedures practical guidelines and techniques presented in over 300 real life examples including flow charts worksheets diagrams and plant tested policies and reports the book is aimed at the managers who are in need of broad cross functional skills and require an ability to fulfill integrated business strategies for easy reference this must have manual is organized into four sections organizing your operations management system production planning and control system just in time manufacturing production support systems

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