Operations Management, 3rd Edition
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DESCRIPTION

Operations Management, 3rd Edition 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.

Features:

• Focuses on the subject from a European perspective.

• Deals with the management of the creation of goods and the delivery of services to the customer.

• Covers the main areas of operations strategy, the design of operations system and the management of operations over time.

• Incorporates more strategic and international commentary.

• Includes a strategy link section consisting of a paragraph relating each chapter topic to operations strategy.

• Includes more end of chapter and quantitative exercises.

• Cases have been updated throughout and now include: Service including public sector, international, a mix of mini-cases and a longer case for each chapter.

• Accompanied by a comprehensive package of online learning support materials including: A robust testbank featuring 1500 questions, PowerPoint slides and a comprehensive instructor's manual
**NEW TO EDITION**

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**FEATURES**

- European perspective.
- Focused, condensed approach.
Comprehensive package of online learning support materials.

- Strong pedagogical structure.

- Fully revised and updated full colour presentation.

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