



Operations Management

Nigel Slack, Alistair Brandon-Jones, Robert Johnston

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Operations management is important, exciting, challenging ... and everywhere you look!

- Important, because it enables organizations to provide services and products that we all need
- Exciting, because it is central to constant changes in customer preference, networks of supply and demand, and developments in technology
- Challenging, because solutions must be financially sound, resource-efficient, as well as environmentally and socially responsible
- And everywhere, because in our daily lives, whether at work or at home, we all experience and manage processes and operations.

New features:

- There are now more than 110 of the popular 'Operations in Practice' examples throughout the book, over 40% of which are new.
- The importance of sustainability and Corporate Social Responsibility (CSR) has been emphasized further, and included throughout the book. ?
- We have even further strengthened the emphasis on the idea that 'operations management' is relevant to every type of business and all functional areas of the organization. ?
- Many new ideas in operations management have been incorporated, including the 'three level' approach to performance, the relationship between innovation, creativity and design, crowdsourcing, ideas management, business ecosystems, triadic relationships, office layout, telecommuting and organisational 'ambidexterity'. However, we have retained the emphasis on the foundations of the subject.
- Six of the 19 cases at the end of the chapter are new ?(but the old ones are still available on the web site), and ?provide an up-to-date selection of operations issues. ?

Operations Management focuses on the sustainable and socially responsible imperatives of operations management, using over 120 cases and illustrations of real-life operations around the world, including Apple, Médecins Sans Frontières, Amazon, Ecover, Dyson, Disneyland Paris, Google, The North Face, and many more.

This is 24-carat excellence'

Par Åhlström, Torsten and Ragnar Söderberg Chair of Business Administration, Stockholm School of

Economics

'*Operations Management* is engaging and accessible, but it never dumbs-down. The book is comprehensive, but not overwhelming. Students hold on to this one; it's a 'keeper'.'

Michael Shulver, Birmingham Business School

'This continues to be the definitive operations Management text ... written by the masters of the field!'

Dr Ross Ritchie, Lecturer in Operations Management, Loughborough University

'An essential text packed full of up-to-date examples that really bring the subject to life'

Claire Moxham, University of Liverpool Management School

'An excellent book for those studying operations management. This book provides great illustrations to seamlessly link theory with practice'

Frank Wiengarten, ESADE Business School

Operations Management by Nigel Slack and Alistair Brandon-Jones is quite simply the best text on operations management. Comprehensive, engaging and insightful, I cannot recommend this book highly enough'

Professor Andy Neely, Head, Institute for Manufacturing, Cambridge University

Carrie Queenan, University of South Carolina

Peter Race, Henley Business School, University of Reading

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