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Autore	Slack Nigel
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Note generali	Includes index.
Nota di contenuto	Cover -- Title page -- Copyright -- Brief Contents -- Contents -- Guide to case studies -- Preface -- About the authors -- Acknowledgements -- Publisher's acknowledgements -- Chapter 1: Operations and processes -- Executive summary -- What is operations and process management? -- Does the business take a process perspective? -- Does operations and process management have a strategic impact? -- Should all processes be managed in the same way? -- Critical commentary -- Summary checklist -- Case study: Design house partnerships at concept design services -- Applying the principles -- Notes on chapter -- Taking it further -- Useful websites -- Chapter 2: Operations strategy -- Executive summary -- What is operations strategy? -- Does the operation have a strategy? -- Does operations strategy make sense from the top and the bottom of the business? -- Does operations strategy align market requirements with operations resources? -- Does operations strategy set an improvement path? -- Critical commentary -- Summary checklist -- Case study: McDonald's: half a century of growth -- Applying the principles -- Notes on chapter -- Taking it further -- Useful websites -- Chapter 3: Supply network design -- Executive summary -- What is supply network design? -- How should the supply network be configured? -- Where should operations be located? -- How much capacity should each operation in the supply network have? -- Critical commentary --

Summary checklist -- Case study: Disneyland resort paris (abridged) -- Applying the principles -- Notes on chapter -- Taking it further -- Useful websites -- Supplement: Forecasting -- Chapter 4: Process design 1 - positioning -- Executive summary -- What is process design & positioning? -- Do processes match volume&variety requirements? -- Are process layouts appropriate? -- Is process technology appropriate?.

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Sommario/riassunto

Written by best-selling authors in their field, the Fourth Edition of Operations and Process Management inspires a critical and applied mastery of the core principles and process which are fundamental to successfully managing business operations. Approaching the subject from a managerial perspective, this brand new text provides clear and concise coverage of the nature, principles, and practice of operations and process management.
