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Key Concepts in Operations Management introduces a selection of key concepts and techniques in the field. Concise, informative and contemporary, with consideration given to explaining the principles of the topic, as well as the relevant debates and literature, the book contains over 50 concept entries including: Operations Strategy, Managing Innovation, Process Modeling, New Product Development, Forecasting, Planning and Control, Supply Chain Management, Risk Management and many more. As tech giants and startups disrupt every market, those who master large-scale software delivery will define the economic landscape of the 21st century, just as the masters of mass production defined the landscape in the 20th. Unfortunately, business and technology leaders are woefully ill-equipped to solve the problems posed by digital transformation. At the current rate of disruption, half of S&P 500 companies will be replaced in the next ten years. A new approach is needed. In Project to Product, Value Stream Network pioneer and technology business leader Dr. Mik Kersten introduces the Flow Framework—a new way of seeing, measuring, and managing software delivery. The Flow Framework will enable your company's evolution from project-oriented dinosaur to product-centric innovator that thrives in the Age of Software. If you're driving your organization's transformation at any level, this is the book for you. Now in its 5th Edition, Operations Strategy continues to provide a comprehensive understanding of the interaction between operational resources and market requirements. Companies such as Apple and Google have transformed their prospects through the way they manage their operations resources strategically, turning their operations capabilities into a formidable asset. The ideas and examples in this book illustrate how operations strategy can develop these capabilities by building on concepts from strategic management, operations management, marketing and HRM. This is the ideal text for advanced undergraduate and postgraduate students. The full text downloaded to your computer

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'I'm a HUGE fan of Alison Green's "Ask a Manager" column. This book is even better' Robert Sutton, author of The No Asshole Rule and The Asshole Survival Guide 'Ask A Manager is the book I wish I'd had in my desk drawer when I was starting out (or even, let's be honest, fifteen years in)' - Sarah Knight, New York Times bestselling author of The Life-Changing Magic of Not Giving a F\*ck A witty, practical guide to navigating 200 difficult professional conversations Ten years as a workplace advice columnist has taught Alison Green that people avoid awkward conversations in the office because they don't know what to say. Thankfully, Alison does. In this incredibly helpful book, she takes on the tough discussions you may need to have during your career. You'll learn what to say when: · colleagues push their work on you - then take credit for it · you accidentally trash-talk someone in an email and hit 'reply all' · you're being micromanaged - or not being managed at all · your boss seems unhappy with your work · you got too drunk at the Christmas party With sharp, sage advice and candid letters from real-life readers, Ask a Manager will help you successfully navigate the stormy seas of office life. This text presents both a logical path through the activities of operations management and an understanding of the strategic context in which operations managers work. It features worked examples of techniques discussed in the text. `This reader is an outstanding piece of work. It captures the essence of operations management by providing an interesting and sometimes provoking set of readings. It also provides an excellent review of the topic. Its approach to operations management is both topical and comprehensive. The editors have done an outstanding job of including many of the significant recent developments in the area, particularly in the technology and operations strategy areas' - Nigel Slack, Professor of Operations Strategy, Warwick University

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Operations management is important, exciting, challenging ... and everywhere you look! Important, because it enables organisations 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 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. "Operations and Process Management, 6th Edition, by Nigel Slack and Alistair Brandon-Jones, is the market-leading text on operations and process management. This innovative text approaches the subject from a managerial perspective and provides clear and concise coverage of the nature, principles, and practice of operations and process management"-- Operations management is important, exciting, challenging ... and everywhere you look! Important, because it enables organisations 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.

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Effective development and management of a supply chain network is an invaluable source of sustainable advantage in today's turbulent global marketplace, where demand is difficult to predict and supply chains need to be more flexible as a result. This updated 4th edition of the bestselling *Logistics and Supply Chain Management* is a clear-headed guide to all the key topics in an integrated approach to supply chains, including:

- The link between logistics and customer value.
- Logistics and the bottom line: measuring costs and performance.
- Creating a responsive supply chain.
- Managing the global pipeline.
- Managing supply chain relationships.
- Managing risk in the supply chain.
- Matching supply and demand.
- Creating a sustainable supply chain.
- Product design in the supply chain.

Revised edition of: *Operations and process management* / Nigel Slack ... [et al.]. The study and practice of operations has shifted to reflect the new challenges and uncertainties of how to thrive in today's ever-changing world. The *Operations Advantage* identifies the most significant challenges to the practice of operations management and gives guidance on how businesses can respond. Leaders need to link the strategic objectives of the business clearly and logically to its operations performance objectives. The book presents a series of ten activities that will help them to do this and therefore make operations work better, such as designing and configuring internal processes and resourcing the operations appropriately. Based on the global teaching, training and consultancy conducted by the author, *The Operations Advantage* looks at the application of operations management across a range of sectors, including finance, healthcare, professional services, oil and gas industries. Although these diverse sectors require operations practitioners to apply knowledge in different ways, they essentially deal with the same set of processes. The book is an indispensable and unique guide for anyone with an operational role in any organization, as well as operations management students and academics.

*Managing the Complications of Cirrhosis: A Practical Approach* is a simple pocket guide for the community gastroenterologist and primary-care provider who manages liver disease. While there are other books available on the market regarding the management of cirrhosis, this reference includes information geared toward the busy practitioner, allowing the reader to reference a chapter that easily addresses the clinical issue at hand. Dr. Atif Zaman provides essential and current information on the management of cirrhosis for the nonhepatologist. Each chapter in *Managing the Complications of Cirrhosis: A Practical Approach* is broken down into four sections, including a summary of the issue at hand, a diagnosis of the problem, a treatment algorithm, and what to do if the treatment algorithm is ineffective. In addition, each chapter highlights complex cases that have no standard treatment, but have emerging concepts or data. Chapter topics include:

- \* Preventative health issues in patients with cirrhosis
- \* Nutrition in patients with cirrhosis
- \* Management of hepatocellular carcinoma
- \* Pulmonary issues in patients with cirrhosis
- \* Timing of referral for liver transplant

With algorithms and tables, *Managing the Complications of Cirrhosis: A Practical Approach* is the perfect book for all community gastroenterologists, primary-care practitioners, medical residents and fellows, physician assistants, and nurse practitioners who provide care in the area of liver disease. This new book provides a comprehensive and refreshing insight into the more advanced topic of operations strategy. It builds on concepts from strategic management, operations management, marketing, and human resources. A three-part organization covers the nature, content, and process of operations strategy. For practicing managers. Based on the market-leading *Operations Management* text, this is the ideal book for those wanting a more concise introduction to the subject, focusing on essential core topics, without compromising on the authoritative, clear and highly practical approach that has become the trademark of the authors. Revised and updated to reflect the ever-changing world of operations management, the book is rooted in real-life practice with a wealth of examples and case studies from different sectors and industries around the world.

*MyLab Operations Management* not included. Students, if *MyLab Operations Management* is a recommended/mandatory component of the course, please ask your instructor for the correct ISBN and course ID. *MyLab Operations Management* should only be purchased when required by an instructor. Instructors, contact your Pearson representative for more information. Master the core subject principles of Business Operations and processes with this market-leading text. *Operations and Process Management, 6th Edition* by Nigel Slack and Alistair Brandon-Jones, is the ultimate text on *Operations and Process Management*, ideal for students with some experience in Management who want to embark on a career in the field. This innovative text approaches the subject from a managerial perspective, providing clear and concise coverage of the nature, principles, and practice of operations and process Management. The content is organized around diagnostic questions, which relate theory to the key issues managers face in the workplace. Each chapter provides a range of examples, frameworks, and techniques designed to help you better analyse existing operations and understand ways to deal with operational and process challenges. This new edition includes new case studies drawn from a diverse range of industries and regions, covering new topics such as servitisation and the

co-creation of services. This text introduces operations and process Management for everyone who wishes to understand the nature, principles and practices of the subject, inspiring a critical and applied mastery of the core principles and processes, which are fundamental to successfully managing Business Operations. Score your highest in Operations Management Operations management is an important skill for current and aspiring business leaders to develop and master. It deals with the design and management of products, processes, services, and supply chains. Operations management is a growing field and a required course for most undergraduate business majors and MBA candidates. Now, Operations Management For Dummies serves as an extremely resourceful aid for this difficult subject. Tracks to a typical course in operations management or operations strategy, and covers topics such as evaluating and measuring existing systems' performance and efficiency, materials management and product development, using tools like Six Sigma and Lean production, designing new, improved processes, and defining, planning, and controlling costs of projects. Clearly organizes and explains complex topics Serves as an supplement to your Operations Management textbooks Helps you score your highest in your Operations Management course Whether your aim is to earn an undergraduate degree in business or an MBA, Operations Management For Dummies is indispensable supplemental reading for your operations management course. This is a great value multipack consisting of Slack: Operations Management 3/e ISBN: 0273646575 & Johnson/Harrison: Cases in Operations Management 3/e ISBN: 0273655310 Operations Management ocuses 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, Medecins Sans Frontieres, Amazon, Ecover, Dyson, Disneyland Paris, google, The North face, and many more. A WALL STREET JOURNAL BESTSELLER A FINANCIAL TIMES BUSINESS BOOK OF THE MONTH A FAST COMPANY TOP SUMMER PICK 'Well-written, cogent and useful manual' - David Allen, author of Getting Things Done 'Forte's ideas really work.' - Seth Godin, author of This is Marketing 'Completely changed my life' - Ali Abdaal, YouTuber and Entrepreneur 'A survival guide to managing the complexities of modern life' - Chris Guillebeau, author of The \$100 Startup Discover the full potential of your ideas and make powerful, meaningful improvements in your work and life by Building a Second Brain. For the first time in history, we have instantaneous access to the world's knowledge. There has never been a better time to learn, to create and to improve ourselves. Yet, rather than being empowered by this information, we're often overwhelmed, paralysed by believing we'll never know or remember enough. This eye-opening and accessible guide shows how you can easily create your own personal system for knowledge management, otherwise known as a Second Brain. A trusted and organised digital repository of your most valued ideas, notes and creative work, a Second Brain gives you the confidence to tackle your most important projects and ambitious goals. From identifying good ideas, to organising your thoughts, to retrieving everything swiftly and easily, it puts you back in control of your life and information. Sharp, clear and relevant this book meets the needs of those studying and researching within the growing discipline of sport management. The intelligently cross-referenced entries provide a concise overview of the key concepts in the field guiding you through the important debates, sources and research methods in the management and delivery of sport. The book introduces readers to the concepts at the centre of their studies; it suggests relevant further reading and thoughts for future research and applies academic theory to business and organizational problems in a real-world context. Lessons in creativity and business from the president of Pixar and Disney Animation

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'Just might be the best business book ever written.' Forbes Magazine This is the story behind the company that changed animation forever. Here, the founder of Pixar reveals the ideas and techniques that have made Pixar one of the most widely admired creative businesses, and one of the most profitable. As a young man, Ed Catmull had a dream: to make the world's first computer-animated movie. When an early partnership with George Lucas led, indirectly, to his founding Pixar with Steve Jobs and John Lasseter in 1986, he couldn't have known what would come. Nine years later and against all odds, Toy Story was released. It was the start of a new generation of animation. Through its focus on the joy of storytelling, inventive plots and emotional authenticity, Pixar revolutionised how animated films were created. Creativity, Inc. is a book for managers who want to lead their employees to new heights, a manual for anyone who strives for originality, with behind-the-scenes examples from Pixar itself. It is a book about how to build and sustain a creative culture with a unique identity. And through this story, we learn what creativity really is. 'Ed reveals, with common sense specificity and honesty, examples of how not to get in your own way and realize a creative coalescence of art, business and innovation.' George Lucas In the aftermath of the financial crisis, the spotlight is even more on the role and activities of the CFO. Specifically, CFOs need to accelerate three aspects of their role: develop dynamic and distinctive risk management capabilities, motivate and align increasingly diverse work providers, and design and operate effective financial processes for internal and external customers. The winning CFOs in the next decade will be the ones who get the basics right, who prioritise their efforts, and who invest in the leadership development that creates the institutional capacity to achieve and sustain leading industry performance. CFOs need to embrace the new challenges and opportunities created by the financial crisis. The New CFOs provides the fundamental road map to success in this new environment for finance officers, their teams, and the organizations who employ them. To most companies, efficiency means profits and growth. But what if your "efficient" company—the one with the reduced headcount and the "stretch" goals—is actually slowing down and losing money? What if your employees are burning out doing the work of two or more people, leaving them no time for planning,

prioritizing, or even lunch? What if you're losing employees faster than you can hire them? What if your superefficient company is suddenly falling behind? Tom DeMarco, a leading management consultant to both Fortune 500 and up-and-coming companies, has discovered a counterintuitive principle that explains why efficiency improvement can sometimes make a company slow. If your real organizational goal is to become fast (responsive and agile), then he proposes that what you need is not more efficiency, but more slack. What is "slack"? Slack is the degree of freedom in a company that allows it to change. It could be something as simple as adding an assistant to a department, letting high-priced talent spend less time at the photo copier and more time making key decisions. Slack could also appear in the way a company treats employees: instead of loading them up with overwork, a company designed with slack allows its people room to breathe, increase effectiveness, and reinvent themselves. In thirty—three short chapters filled with creative learning tools and charts, you and your company can learn how to:

- ?make sense of the Efficiency/Flexibility quandary
- ?run directly toward risk instead of away from it
- ?strengthen the creative role of middle management
- ?make change and growth work together for even greater profits

A innovative approach that works for new- and old-economy companies alike, this revolutionary handbook will debunk commonly held assumptions about real-world management, and give you and your company a brand-new model for achieving and maintaining true effectiveness—and a healthier bottom line. 'Operations Management' presents both a logical path through the activities of operations management and an understanding of the strategic context in which operations managers work. 'Service Operations Management' examines the operations decisions that managers face in delivering their service to customers. La 4e de couverture indique : "Now in its fifth edition, Operations Strategy continues to provide a comprehensive understanding of the interaction between operational resources and market requirements. Companies such as Apple and Google have transformed their prospects through the way they manage their operations resources strategically, turning their operations capabilities into a formidable asset. The ideas and examples in this book illustrate how operations strategy can develop these capabilities by building on concepts from strategic management, operations management, marketing and HRM. This is the ideal text for advanced undergraduate and postgraduate students." The third edition of this clearly structured case book has been expanded and updated, and includes an introduction to the analysis of operations management cases. Key areas of operations management are dealt with, including new areas such as operations strategy, performance measurement and TPM. The central focus of this book is how organizations deliver service and the operational decisions that managers face in managing resources and delivering service to their customers. A long-time market leader in this discipline, Slack has set the standards in Operations Management which other textbooks seek to emulate. Expert authorship, an engaging writing style, and an interesting collection of cases combine to communicate the importance of managing operations and processes within a successful organisation. Operations Management provides a strategic perspective, whilst also examining the practical issues which organisations face on a day to day basis. It uses over 120 examples from all over the world, reflecting the balance of economic activity between service (c.75%) and manufacturing (c.25%) operations. Written by best-selling authors in their field, the fifth 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 innovative text provides clear and concise coverage of the nature, principles, and practice of operations and process management. Essentials of Operations Management is a brand new concise version of the market-leading text Operations Management. It has been developed for students on short courses in operations management – for example, doing an initial course at undergraduate, postgraduate or post-experience level. In these books the author team have set the standards in Operations Management which other textbooks seek to emulate: Expert authorship, an engaging writing style, and an interesting collection of cases combine to communicate the importance of managing operations and processes within a successful organisation. Textbook written for undergraduate courses in business studies and related subjects. Do you encounter patients with hand and wrist problems? Are there times when you wish you had a hand surgeon next to you to help guide you in the right direction? The answers you are looking for can be found inside Acute Management of Hand Injuries by hand surgeons, Drs. Andrew J. Weiland and Rachel S. Rohde. Acute Management of Hand Injuries is a concise and user-friendly book including the most common acute hand and wrist complaints including fractures, dislocations, tendon and nerve injuries, infections, bite injuries, and industrial trauma. This book acts as a "pocket consultant" for non-hand specialists who temporize acute hand issues before referring the patient to a specialist. Acute Management of Hand Injuries is designed to provide the most current and up-to-date information on even the smallest hand afflictions. Inside You'll Also Find:

- Numerous photographs and radiographs
- Hand evaluation diagram template
- Suggested readings at the end of each chapter
- Quick reference appendices covering topics such as antibiotic recommendations and burn treatment

Acute Management of Hand Injuries also will serve as a perfect introductory guide for residents and students in orthopedic or plastic surgery programs who will be expected to master these basic principles. Each Chapter Includes:

- Mechanism of Injury
- Evaluation
- Acute Treatment
- Definitive Treatment
- Potential Problems

Acute Management of Hand Injuries is ideal for orthopedic surgeons, physicians, physician assistants, nurse practitioners, residents, occupational therapists, physical therapists, and all who provide care in emergency room, urgent care, and primary practice settings. A comprehensive reference for the current surgical landscape of arthroscopic shoulder surgery, Complications of Arthroscopic Shoulder Surgery provides expert opinions on the management of commonly

encountered and unusual complications. As there is currently no other up-to-date resource dedicated wholly to complications in shoulder arthroscopy, this will become a go-to resource. Edited by Dr. Terry L. Thompson, alongside expert contributor perspectives on management and preferred treatment, *Complications of Arthroscopic Shoulder Surgery* is a great asset for any practicing orthopedic surgeon performing arthroscopic shoulder surgery, including fellowship-trained shoulder surgeons, sports medicine surgeons, orthopedic surgery residents, and sports medicine and shoulder fellows. By showcasing a broad range of complications and adverse outcomes, this text will assist with cases from adolescents through older adults. Each chapter in *Complications of Arthroscopic Shoulder Surgery* includes: Epidemiology Review of the literature Etiology Author's preferred treatment with pearls Case presentations including radiographic and surgical images *Complications of Arthroscopic Shoulder Surgery* is a necessary text discussing one of the most rapidly growing procedures in orthopedic surgery and meeting a need within the orthopedic community to discuss complications. Bringing together literature with tips and tricks from established leaders in shoulder surgery makes this an invaluable resource on handling complications of arthroscopic surgery of the shoulder. Approaching the subject from a truly managerial perspective, this brand new text provides clear and concise coverage, whilst the fully updated accompanying CD provides an opportunity to practice and further explore the concepts and techniques introduced.-- Publisher description. Were you looking for the book with access to MyOMLab? This product is the book alone, and does NOT come with access to MyOMLab. Buy *Operations Management with MyOMLab access card 7e* (ISBN 9780273776291) if you need access to the MyLab as well, and save money on this brilliant resource. Operations management is important, exciting, challenging ... and everywhere you look! • Important, because it enables organisations 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 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. '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. Need extra support? This product is the book alone, and does NOT come with access to MyOMLab. This title can be supported by MyOMLab, an online homework and tutorial system which can be used by students for self-directed study or fully integrated into an instructor's course. You can benefit from MyOMLab at a reduced price by purchasing a pack containing a copy of the book and an access card for MyOMLab: *Operations Management with MyOMLab access card 6e* (ISBN 9780273776291). Alternatively, buy access to MyOMLab and the eText – an online version of the book - online at [www.myomlab.com](http://www.myomlab.com). For educator access, contact your Pearson Account Manager. To find out who your account manager is, visit [www.pearsoned.co.uk/relocator](http://www.pearsoned.co.uk/relocator)

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