Reviews:

'Excellent - particularly on issues of Operations Strategy.' - Dr T. Mullen

'This is an excellent book...excellent balance between text and cases.' - Professor A.S. Carrie, University of Strathclyde

'Well written and explained clearly.' - Dr Raj Mallya, Imperial College, London

'A good textbook for students in an advanced POM course.' - Professor Ann Vereecke, Gent Universiteit, Belgium

Description:

Operations Management: Strategic Context and Managerial Analysis provides an authoritative and refreshing introduction to the operations function within business. Whether it is a pair of jeans, midday snack, live concert, haircut, PC or hospital check-up, operations is central to its provision. Throughout the book, Terry Hill clearly explains the breadth of tasks and range of management skills involved, whilst placing the subject within the wider business organisation, highlighting the strategic contribution of the operations function.

Adopting a managerial approach to the subject, Hill's book is particularly ideal for MBA and post-experience students who do not require such a 'tools and techniques' approach to the subject. Thoroughly up-to-date, and with an international flavour throughout, the text is peppered with numerous real-world illustrations and case vignettes. In addition, to reflect the growth of the service sector, the book provides a balance between service and manufacturing material. Concluding with over 20 extended case studies from both the manufacturing and service sectors, plus numerous end of chapter discussion questions, this book will be ideal reading for students
SUPPORTING MATERIALS

* Instructors Manual

The author has written an accompanying lecturers manual which will provide: - detailed notes on how to teach the long case studies, making it ideal for seminar and project work

- answers to the end-of-chapter questions in the text

* Data Disk

Data from the book is available on disk (or intranet version), allowing the students to simulate the data in the text

THE ABOVE SUPPORTING MATERIALS ARE FREELY AVAILABLE TO ADOPTORS OF THE TEXT

Contents:
The Operations Management Task

Operations Strategy

Introducing and Developing Products and Services

The Operations Process: Choice and Trade-Offs

The Operations Process: Design

Capacity Management

Operations Systems: Technology Development

Operations Control, Scheduling and Execution

Managing Quality

Inventory: Its Management and Control

Time: the Common Denominator; Managing Operations

Productivity

Managing Human Resources

Supply Chain Management

Improving Operations

Maintenance

Case Studies

Berwick Carpets plc

British Airways: Customizing the Service
Fabritex

Georgian frames

Ghent Fireworks plc

Holmgren Engineering AB

McDonald's Corporation

Northmore Finance Direct

Operations Control & Scheduling: Short Cases

PAK Television

Ransom Electronic Products

Redman Company

Southwest Airlines

The Ipswich Hospital NHS Trust

The Turn of an Unfriendly Card

Tile Products plc

Too Short the Day

Weavers Homeopathic Products

What They Teach U at Disney plc

Wilson Pharmaceuticals plc

Yuppie Products

Author Biographies:
TERRY HILL is Professor of Operations Management at Templeton College, Oxford and is a leading, international figure in the field of operations management. Before moving into higher education he spent several years in operations management and continues to have a successful consultancy practice.

He has held previous appointments at Bath and Warwick Universities and London Business School.