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Rethinking the Conceptual Base for New Practical Applications in Information Value and Quality Jamil, George Leal 2013-09-30 Information value and quality can be considered an essential factor to evaluate both conceptual and practical contributions in organizational, technical, and scientific tasks and projects. It is important to effectively observe and implement these concepts in real organizational plans and efforts. Rethinking the Conceptual Base for New Practical Applications in Information Value and Quality discusses the re-evaluation of the conceptual base of information value and quality found in different forms of media; and how these concepts can be analyzed in real applications and business scenarios. This book is a vital reference source for scholars, practitioners, IT specialists, and students interested in information and knowledge management.

Ebook: Purchasing and Supply Chain Management BENTON 2014-07-16 Ebook: Purchasing and Supply Chain Management

Service Users as Sources for Innovation Florian Skiba 2010 Users are considered as important source for new service ideas and, therefore, as a vital impetus to the creation of innovative new services. Yet, little is known about how service companies manage user integration in the early stages of service development and which types of user qualify as source of service innovation. In this work we widen the knowledge base practitioners and scientists can build on when exploring which service users to integrate and how to increase the likelihood of generating attractive new service ideas. Based on empirical data from two complementary large scale surveys, we provide valuable new insights into the industrial practice of user integration in the German services industry and analyze the independent development contributions of Internet service users.

Proceedings of the 11th Toulon-Verona International Conference on Quality in Services 2008

PRODUCTION AND OPERATIONS MANAGEMENT R.B. KHANNA 2015-06-01 This well-balanced text with its fine blend of theory and applications, gives an in-depth understanding of production and operations management in an easy-to-understand style. Employing an innovative approach, the author, shows how the use of modern advanced technology gives a boost to production processes and significantly helps production and operations management. The book clearly demonstrates the use of special software packages to solve actual problems. Retaining the original contents, the book, divided into six parts, explains following in its second edition WHY Necessity of production and operations management WHAT Product/service design, product quality and other issues HOW Process design and related issues WHERE Plant location, layout and capacity WHEN Planning and control of production operations WHO Human relations issues that affect production and operations Key features • Learning objectives at the beginning of each chapter enable readers to focus on important points of a chapter. • A concept quiz at the end of each chapter helps the reader to evaluate his understanding of the concepts explained in a chapter. • Numerous solved examples, and answers to all chapter-end numerical problems have been provided. • Covers Service Operations in almost every chapter in addition to the traditional manufacturing operations. • A section with 10 progressive short case studies gives real-world experience. • Chapter-end summary helps readers to review and recapitulate the key concepts. The students of management and engineering (mechanical, production and industrial engineering) will be benefited with the book. An instructor manual containing PowerPoint slides and solutions to chapter-end problems is available. The book is recommended by AICTE for PGDM course. The link is www.aicte-india.org/modelsyllabus.php

Business Voyages Richard John Stapleton 2010-05-01 Business Voyages is not a business fairy tale. Much of it really happened. Don't read this book if you are looking for simple answers and magic formulas. Although the book includes some concepts and techniques anyone should know about people and business, it does not promise success. Business Voyages is problem-oriented, presenting some of the problems encountered by the author and others on their business voyages, while explaining tools and processes anyone can use for analyzing and dealing with inevitable problems that will be encountered in any business world. Business Voyages is also opportunity-oriented, showing the reader how one might embark on a business venture at the right time and place and enjoy the winnings of a successful voyage.

Principles of Supply Chain Management: A Balanced Approach Joel D. Wisner 2012-07-24 Now you can introduce purchasing, operations, and logistics with a strong supply chain management focus found in the latest edition of Wisner/Tan/Leong's PRINCIPLES OF SUPPLY CHAIN MANAGEMENT: A BALANCED APPROACH. This unique new third edition presents extensive content you won't find covered in other books. The authors' expansive approach helps you guide students through the management stages of each supply chain activity while addressing real-world concerns related to the global supply chain. With this edition, you can follow the natural flow through the supply chain with one of the most balanced supply chain management approaches available. Well-organized chapters demonstrate the practical applications of supply chain management in today's workplace while intriguing profiles throughout the text build on topics to reinforce learning. Numerous new cases in this edition expand upon the previous edition's 22 cases. A wealth of engaging and interactive learning features in each chapter are now updated and revised. Supply Chain Management in Action opening features, e-Business Connections, and Global Perspectives combine with abundant real-world business examples to ensure that PRINCIPLES OF SUPPLY CHAIN MANAGEMENT: A BALANCED APPROACH, 3E covers today's most important contemporary supply issues in depth. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Digital Technology in Service Encounters Sonja Christ-Brendemühl

Human Resource Management in Sport and Recreation P. Chelladurai 2006 The second edition of this ground-breaking text continues to guide students toward a greater understanding of human resource management in the sport and recreation environment. Human Resource Management in Sport and Recreation, Second Edition, provides future practitioners with a solid foundation in research and application of human resource management for success in the sport industry. With more than 30 years of experience in management of human resources, Dr. Packianathan Chelladurai provides an understanding of the dynamics of human resources and management, bringing into focus the three divergent groups of people who constitute human resources in sport and recreation organizations: paid professional workers, volunteers, and the clients themselves. Dr. Chelladurai goes on to match managerial processes with individual differences among those three groups. Human Resource Management in Sport and Recreation, Second Edition, merges the fields of human resource management and the sport industry in an easy-to-read manner. Its updated references, examples, and studies reflect the increased growth, interest, and complexity in human resource management in sport in recent years. This new edition places a greater emphasis on managerial competencies, the strategic importance of human resource management, and the implications of organizational justice. There is also a new chapter on internal marketing, a concept that has not been addressed adequately in a sport context but deserves attention as sport and recreation organizations better understand the importance of human resource management. This new chapter details the potential impact of internal marketing and outlines its uses. Student comprehension is aided by several special elements, including "Viewpoint" sidebars providing quotes and findings from experts and researchers, "Review" sidebars highlighting key points, and practical sidebars detailing applications of research or problems that practitioners must be aware of. The book also includes learning objectives, summaries, key terms, and end-of-chapter activities. Part I outlines the unique and common characteristics of the three groups in human resources. Part II focuses on differences among people and how the differences affect behavior in sport and recreation organizations. This part covers human resource issues related to abilities, personality, values, and motivation among the three sets. Part III explores significant organizational processes in the management of human resources. Included are chapters on organizational justice, job design, staffing and career considerations, leadership, performance appraisal, reward systems, and internal marketing. Finally, part IV discusses two significant outcomes expected of human resource practices: satisfaction and commitment. Human Resource Management in Sport and Recreation, Second Edition, will guide students' understanding of key concepts in human resources in the sport and recreation industry. In doing so, it will prepare them for a career in that industry.

Designing Service Machines Ram Babu Roy 2018-06-29 This book presents a general conceptual framework to translate principles of system science and engineering to service design. Services are co-created immaterial, heterogeneous, and perishable state changes. A service system includes the intended benefit to the customer and the structure and processes that accomplish this benefit. The primary focus is on the part of the service system that can reproduce such processes, called here a Service Machine, and methodological guidelines on how to analyze and design them. While the benefit and the process are designed based on the domain knowledge of each respective field, service production systems have common properties. The Service Machine is a metaphor

that elicits the fundamental characteristics of service systems that do something efficiently, quickly, or repeatedly for a defined end. A machine is an artifact designed for a purpose, has several parts, such as inputs, energy flows, processors, connectors, and motors assembled as per design specifications. In case of service machine, the components are various contracts assembled on contractual frames. The book discusses Emergency Medical Services (EMS) and Emergency Departments (ED) as cases. They illustrate that service machines need to be structured to adapt to the constraints of the served market acknowledging the fact that services are co-created through the integration of producers' and customers' resources. This book is highly recommended for those who are interested in understanding the fundamental concepts of designing service machines.

Managing Operations Throughout Global Supply Chains Essila, Jean C. 2019-06-14 Globalization has made both operations and supply chains more complex than ever before. Inputs are sourced from many locations all over the world to serve different needs and market segments throughout the planet, making it a global challenge that necessitates a global strategic response. Managing Operations Throughout Global Supply Chains is a crucial academic resource that discusses concepts, methodologies, and applications of emerging techniques for operations and supply chain management processes that promote cost efficiency. While highlighting topics such as global operations, resource planning, and business forecasting, this publication explores how organizations manage the procurement of all necessary resources at every stage of the production cycle from the original source to the final consumers. This book is ideally designed for researchers, academicians, practitioners, professional organizations, policymakers, and government officials.

Advanced Methodologies and Technologies in Business Operations and Management Khosrow-Pour, D.B.A., Mehdi 2018-09-14 Businesses consistently work on new projects, products, and workflows to remain competitive and successful in the modern business environment. To remain zealous, businesses must employ the most effective methods and tools in human resources, project management, and overall business plan execution as competitors work to succeed as well. Advanced Methodologies and Technologies in Business Operations and Management provides emerging research on business tools such as employee engagement, payout policies, and financial investing to promote operational success. While highlighting the challenges facing modern organizations, readers will learn how corporate social responsibility and utilizing artificial intelligence improve a company's culture and management. This book is an ideal resource for executives and managers, researchers, accountants, and financial investors seeking current research on business operations and management.

Human Resource Management in Sport and Recreation Packianathan Chelladurai 2018-10-30 Human Resource Management in Sport and Recreation, Third Edition, provides current and future practitioners with a solid foundation in research and application of human resource management in the sport and recreation industries. The third edition prepares students for success by bringing into focus the three divergent groups of people who constitute human resources in sport and recreation organizations: paid professional workers, volunteers, and the clients themselves. Dr. Packianathan Chelladurai, pioneer in the field of sport management, continues to bring his expertise to this edition; he is joined by new coauthor Dr. Shannon Kerwin, an active researcher in organizational behavior and human resource management in sport. With more than 50 collective years of experience in teaching management of human resources, Chelladurai and Kerwin synthesize the core dynamics of human resources and the management of these resources as well as the role of the sport and recreation manager. The third edition's updated references, examples, and studies reflect the increased growth, interest, and complexity in human resource management in recreation and sport in recent years. Additional enhancements of the third edition include the following: • A new opening chapter on the significance of human resources describes consumer services, professional services, and human services and provides a model for the subsequent chapters. • A greater emphasis is placed on recruitment and training as an essential component of success. • New "Technology in Human Resource Management" and "Diversity Management of Human Resources" sidebars connect theory to practice for sport managers as they confront contemporary issues in the workplace. • Case studies at the end of each chapter help students apply concepts from the chapter to real-world scenarios. • Instructor ancillaries help instructors prepare for class with the use of an instructor guide with a syllabus, tips for teaching, and additional resources, as well as an image bank. In addition, updated pedagogical aids include learning objectives, summaries, lists of key terms, comprehension questions, and discussion questions to guide student learning through each chapter. Sidebars throughout the text provide applied concepts, highlight relevant research, and offer digestible takeaways. Organized into four parts, the text begins by outlining the unique and common characteristics of the three groups of human resources in sport and recreation. Part II focuses on differences in people and how the differences affect behavior in sport and recreation organizations. In part III, readers explore significant organizational processes in the management of human resources. Part IV discusses two significant outcomes expected of human resource practices: satisfaction and commitment. Finally, a conclusion synthesizes information and presents a set of founding and guiding themes. Human Resource Management in Sport and Recreation, Third Edition, explains essential concepts in human resources in the sport and recreation industries. The authors present a clear and concise treatise on the critical aspects of management of human resources within sport and recreational organizations to help aspiring and current professionals maximize their potential in the field.

Enterprise Information Systems and the Digitalization of Business Functions Tavana, Madjid 2017-02-07 Continuous improvements in digitized practices have created opportunities for businesses to develop more streamlined processes. This not only leads to higher success in day-to-day production, but it increases the overall success of businesses. Enterprise Information Systems and the Digitalization of Business Functions is a key resource on the latest advances and research for a digital agenda in the business world. Highlighting multidisciplinary studies on data modeling, information systems, and customer relationship management, this publication is an ideal reference source for professionals, researchers, managers, consultants, and university students interested in emerging developments for business process management.

Operations and Supply Chain Management for the 21st Century Ken Boyer 2009-01-29 Boyer/Verma's breakthrough text meets today's student and instructor's needs and redefines the marketplace. Their text is briefer than most, taking all of the vital core concepts and building upon them with current and fresh examples. The authors understand the importance of striking a balance by creating a book that does an even better job at covering the core concepts while also providing customers with a new product that fully addresses and approaches this course area from today's teaching and learning perspectives and actual business practices. The three unifying themes throughout the book are Strategy, Global Supply Chain, and Service Operations. Strategy will serve as an overarching framework and will be used in each chapter to present students with an alternative approach to specific challenges. The authors use examples from non-US companies and/or organizations in each chapter to incorporate Service Operations in the book. They also show that even some of the largest manufacturing companies today have extensive service activities such as customer support and product development. The Global Supply Chain theme will allow students to see how products move through different companies and countries with Boyer/Verma's use of real world examples throughout his text. In addition the robust Cnow course allows instructors and students to go beyond the printed text to get the most from this exciting operations management program. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Service Management James Fitzsimmons 2010 Balancing conceptual and applied coverage of all aspects of the management and operation of services, Service Management has maintained the position as market leader through five previous editions. It is the most comprehensive and widely used introduction to service operations on the market, written by one of the top authorities on the subject, and it is designed to develop students' skills in both strategic and operational issues pertaining to services. The Seventh Edition also offers the latest information on Six-Sigma and RFID, as well as recent developments in other important industry topics.

Service Management James A. Fitzsimmons 2011 Balancing conceptual and applied coverage of all aspects of the management and operation of services, Service Management has maintained the position as market leader through five previous editions. It is the most comprehensive and widely used introduction to service operations on the market, written by one of the top authorities on the subject, and it is designed to develop students' skills in both strategic and operational issues pertaining to services. The Seventh Edition also offers the latest information on Six-Sigma and RFID, as well as recent developments in other important industry topics. Text coverage spans both qualitative and quantitative aspects of service management and offers flexibility in courses, offering varying approaches to the study of service operations. The new edition is designed to develop students' skills in both strategic and operational issues pertaining to services.

Service Research and Innovation Joseph G. Davis 2014-06-10 This book constitutes the thoroughly refereed proceedings of the Third Australian Symposium on Service Research and Innovation, ASSRI 2013, held in Sydney, NSW, Australia, in November 2013. Overall, eight research papers were carefully reviewed and selected from 18 submissions. They are multidisciplinary in scope and cover strategic, organizational, and technological dimensions, ranging from purely conceptual to concrete implementations and testing of service-related technological platforms. Taken together, these papers provide a snapshot of the critical concerns and developments in service-related research and cover some of the key areas of research focus.

The Handbook of Technology Management, Supply Chain Management, Marketing and Advertising, and Global Management Hossein Bidgoli 2010-01-12 The discipline of technology management focuses on the scientific, engineering, and management issues related to the commercial introduction of new technologies. Although more than thirty U.S. universities offer PhD programs in the subject, there has never been a single comprehensive resource dedicated to technology management. "The Handbook of Technology Management" fills that gap with coverage of all the core topics and applications in the field. Edited

by the renowned Doctor Hossein Bidgoli, the three volumes here include all the basics for students, educators, and practitioners

Knowledge Driven Service Innovation and Management: IT Strategies for Business Alignment and Value Creation Chew, Eng K. 2012-11-30 "This book provides a comprehensive collection of research and analysis on the principles of service, knowledge and organizational capabilities, clarifying IT strategy procedures and management practices and how they are used to shape a firm's knowledge resources"--Provided by publisher.

EBOOK: Operations Management in the Supply Chain: Decisions and Cases SCHROEDER 2013-02-16 **EBOOK: Operations Management in the Supply Chain: Decisions and Cases**

Service Management with Premium Content Access Card James Fitzsimmons 2010-03-19 Balancing conceptual and applied coverage of all aspects of the management and operation of services, Service Management has maintained the position as market leader through five previous editions. It is the most comprehensive and widely used introduction to service operations on the market, written by one of the top authorities on the subject, and it is designed to develop students' skills in both strategic and operational issues pertaining to services. The Seventh Edition also offers the latest information on Six-Sigma and RFID, as well as recent developments in other important industry topics. Text coverage spans both qualitative and quantitative aspects of service management and offers flexibility in courses, offering varying approaches to the study of service operations. The new edition is designed to develop students' skills in both strategic and operational issues pertaining to services.

Production and Operations Analysis Steven Nahmias 2015-01-15 The Seventh Edition of Production and Operations Analysis builds a solid foundation for beginning students of production and operations management. Continuing a long tradition of excellence, Nahmias and Olsen bring decades of combined experience to craft the most clear and up-to-date resource available. The authors' thorough updates include incorporation of current technology that improves the effectiveness of production processes, additional qualitative sections, and new material on service operations management and servicization. Bolstered by copious examples and problems, each chapter stands alone, allowing instructors to tailor the material to their specific needs. The text is essential reading for learning how to better analyze and improve on all facets of operations.

Service Management James A. Fitzsimmons 2004

Technology, Innovation, and Enterprise Transformation Wadhwa, Manish 2014-09-30 Technical advancements are an important part of modern society, but particularly important in the business world. The success or failure of business operations can be affected by the technical operations working within it. Technology, Innovation, and Enterprise Transformation addresses the crucial relationship between a business and its technical implementations, and how current innovations are changing how the industry operates. Highlighting current theoretical frameworks, novel empirical research discoveries, and fundamental literature surveys, this book is an essential reference source for academicians, professionals, and researchers who are interested in the latest technical insights within the business field.

Handbook of Service Business John R. Bryson 2015-04-30 Service business accounts for more than 75 per cent of the wealth and employment created in most developed market economies. The management and economics of service business is based around selling expertise, knowledge and experiences. This Handbook co

Managing Organizations for Sport and Physical Activity Packianathan Chelladurai 2014-04-15 Managing Organizations for Sport and Physical Activity, fourth edition, presents a clear and concise treatment of managing organizations in sport and physical activity. The four functions of management--planning, organizing, leading, and evaluating--provide a general framework that represents the simplest and best approach for introducing readers to the intricacies of management. For each management function, Chelladurai presents relevant theories and their practical applications, citing those theoretical models that are most appropriate to the unique aspects of the sports industry. He uses the open systems perspective, placing organizations in the context of their environment and emphasizing the manager's role in adapting and reacting to changes in that environment. To apply theory to sport management practices, Chelladurai provides numerous examples from the fields of physical activity and sport, including professional sports, intercollegiate athletics, health and sports clubs, and recreation/fitness programs. New to the Fourth Edition A chapter on service quality, which describes the notion of quality in sport management services--from the local fitness center to the pro sport arena. It also discusses the measurement of service quality and the gaps in translating customer expectations into the desired service. A new feature providing "An Expert's View," which offers additional perspectives on relevant topics contributed by scholars who research and publish in a specific area. New sidebars on current topics relevant to the field of sport management; some examples include US Track and Field's SMART goal setting as well as genes and technology of leadership. Pedagogical Aids Developing Your Perspective. Thought-provoking questions ask learners to apply theoretical information to contexts relevant to them from their current experiences or in their future careers. Managing Your Learning. Key points from each chapter enhance comprehension. Strategic Concepts. Key terms lists provide for a shared vocabulary in discussing the major concepts of management. In Brief. Short summaries of the important points in a section help crystallize concepts. To Recap. Brief boxes revisit key concepts discussed earlier in the book. Extensive references to journals, scholarly texts, and relevant websites.

Electronic Government: Concepts, Methodologies, Tools, and Applications Anttiroiko, Ari-Veikko 2008-03-31 Provides research on e-government and its implications within the global context. Covers topics such as digital government, electronic justice, government-to-government, information policy, and cyber-infrastructure research and methodologies.

Encyclopedia of Digital Government Anttiroiko, Ari-Veikko 2006-07-31 Containing more than 250 articles, this three-volume set provides a broad basis for understanding issues, theories, and applications faced by public administrations and public organizations, as they strive for more effective government through the use of emerging technologies. This publication is an essential reference tool for academic, public, and private libraries.

Supply Chain and Logistics Management: Concepts, Methodologies, Tools, and Applications Management Association, Information Resources 2019-11-01 Business practices are constantly evolving in order to meet growing customer demands. Evaluating the role of logistics and supply chain management skills or applications is necessary for the success of any organization or business. As market competition becomes more aggressive, it is crucial to evaluate ways in which a business can maintain a strategic edge over competitors. Supply Chain and Logistics Management: Concepts, Methodologies, Tools, and Applications is a vital reference source that centers on the effective management of risk factors and the implementation of the latest supply management strategies. It also explores the field of digital supply chain optimization and business transformation. Highlighting a range of topics such as inventory management, competitive advantage, and transport management, this multi-volume book is ideally designed for business managers, supply chain managers, business professionals, academicians, researchers, and upper-level students in the field of supply chain management, operations management, logistics, and operations research.

Service Management James A. Fitzsimmons 2006 Accompanying CD-ROM contains ... "an assortment of valuable learning tools such as the latest version of ServiceModel software and interactive chapter quizzes--all of which facilitate a deeper understanding of service operations and management."--P. [4] of cover.

Service Science Research, Strategy and Innovation: Dynamic Knowledge Management Methods Delener, N. 2012-01-31 "This book explores areas such as strategy development, service contracts, human capital management, leadership, management, marketing, e-government, and e-commerce"--Provided by publisher.

Smart Technologies: Breakthroughs in Research and Practice Management Association, Information Resources 2017-06-19 Ongoing advancements in modern technology have led to significant developments with smart technologies. With the numerous applications available, it becomes imperative to conduct research and make further progress in this field. Smart Technologies: Breakthroughs in Research and Practice provides comprehensive and interdisciplinary research on the most emerging areas of information science and technology. Including innovative studies on image and speech recognition, human-computer interface, and wireless technologies, this multi-volume book is an ideal source for researchers, academicians, practitioners, and students interested in advanced technological applications and developments.

Trends and Research in the Decision Sciences Decision Sciences Institute 2014-12-24 Decision science offers powerful insights and techniques that help people make better decisions to improve business and society. This new volume brings together the peer-reviewed papers that have been chosen as the "best of the best" by the field's leading organization, the Decision Sciences Institute. These papers, authored by respected decision science researchers and academics from around the world, will be presented at DSI's 45th Annual Meeting in Tampa, Florida in November 2014. The first book of papers ever assembled by DSI, this volume describes recent methods and approaches in the decision sciences, with a special focus on how accelerating technological innovation is driving change in the ways organizations and individuals make decisions. These papers offer actionable insights for decision-makers of all kinds, in business, public policy, non-profit organizations, and beyond. They also point to new research directions for academic researchers in decision science worldwide.

Service Design and Delivery Mairi Macintyre 2011-04-02 Service Design and Delivery provides a comprehensive overview of the increasingly important role played by the service industry. Focusing on the development of different processes employed by service organizations, the book emphasizes management of service in relation to products. It not only explores the complexity of this relationship, but also introduces strategies used in the design and management of service across various sectors, highlighting where tools, techniques and processes applicable to one sector may prove useful in another. The implementation

methods introduced in the book also illustrate how and why companies can transform themselves into service organizations. While the book is primarily intended as a text for advanced-level courses in service design and delivery, it also contains theoretical and practical knowledge beneficial to both practitioners in the service sector and those in manufacturing contemplating moving towards service delivery.

Business Transformation and Sustainability through Cloud System Implementation Soliman, Fawzy 2014-09-30 Sustaining a competitive edge in today's business world requires innovative approaches to product, service, and management systems design and performance. Advances in computing technologies have presented managers with additional challenges as well as further opportunities to enhance their business models. Business Transformation and Sustainability through Cloud System Implementation presents novel computing technologies designed for use in business and corporate environments, enabling managers and associates to make the most of the technologies at their disposal. This premier reference work seeks to alert firm management professionals and researchers to the potential risks and benefits associated with emerging technologies and guide firms on the proper selection, maintenance, and use of Web-based computing systems.

EBOOK: Operations Management: Theory and Practice: Global Edition STEVENSON, WILL 2019-01-11 EBOOK: Operations Management: Theory and Practice: Global Edition

Entrepreneurial Management Theory and Practice Lee Tzong Ru 2018-08-29 People like to have their own business, but few succeed. In this book, we show you what the process and procedures are to start-up your own business. Around 100 real cases featuring SMEs in Asia are introduced to show how businesses are run in the real world. From these practice cases, we can find rules to make a business sustainable. After reading this book, you will be able to find out what your advantages and disadvantages are, especially if you are keen to start a business in Asia. This book might even help you decide whether it is time for you to start-up your own business or not.

The Handbook of Behavioral Operations Management Wout Van Wezel 2015-06-01 The Handbook of Behavioral Operations Management provides easy-to-access insights into why associated behavioral phenomena exist in specific production and service settings, illustrated through ready-to-play games and activities that allow instructors to demonstrate the phenomena in class settings along with applicable prescriptions for practice. By design the text serves a dual role as a desk/training reference to those practitioners already in the field and presents a comprehensive framework for viewing behavioral operations from a systems perspective. As an interdisciplinary book relating the dynamics of human behavior to operations management, this handbook is an essential resource for practitioners seeking to develop greater system understanding among their workers, as well as for instructors interested in emphasizing the practical relevance of behavior in operational settings.

EBOOK: Operations and Supply Chain Management, Global edition F. Robert Jacobs 2013-06-16 Resourceful companies today must successfully manage the entire supply flow, from the sources of the firm, through the value-added processes of the firm, and on to the customers of the firm. The fourteenth Global Edition of Operations and Supply Chain Management provides well-balanced coverage of managing people and applying sophisticated technology to operations and supply chain management.