

Operations Management

By Andrew Greasley

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Operations management deals with the management of the creation of goods and the delivery of services to the customer. It plays an essential role in the success of any organization. In this book, Andrew Greasley provides a clear and accessible introduction to this important area of study, focusing on all key areas of operations in both manufacturing and service industries.

Operations Management, Second Edition covers the main areas of operations strategy, the design of the operations system and the management of operations over time. Yet, its concise nature of the text means students are not overwhelmed by the amount of material presented. This new edition also features:

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Operations Management is essential reading for all students studying operations management, whether on undergraduate, postgraduate or continuing professional development courses.

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Editorial Review

From the Back Cover
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About the Author
Andrew Greasley is a lecturer in the Operations and Information Management Group at Aston Business School. He lectures in Operations Management and is a member of the Technology and Operations Management research group at Aston. He is the author of *Simulation Modelling for Business* published by Asgate Ltd and is co-author of *business Information Systems: technology, development and Management for the E-Business* published by Pearson Education Ltd. *(0273655043)* His research interest is in the area of simulation modeling. He has over fifteen years' experience of building simulation models for industrial clients in the private and public sectors. He has taught modeling techniques for a number of years in Europe and Africa, including in the UK, France, Hungary, Malawi and Zimbabwe. He has over 50 publications, including papers in journals such as the International Journal of Operations and Production Management, Journal of the Operational research Society, Simulation, Technovation and Business Process Management Journal. He has undertaken a number of teaching and consultancy projects in the area of simulation in the UK, Europe and Africa.

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