

BRIEF CONTENTS

Guide to 'operations in practice', examples, short cases and case studies	x
Preface	xv
To the instructor...	xvii
To the student...	xviii
Ten steps to getting a better grade in operations management	xix
About the authors	xx
Acknowledgements	xxi
Publisher's acknowledgements	xxiii

PART ONE Directing the operation

1 Operations management	4
2 Operations performance	38
3 Operations strategy	72
4 Managing product and service innovation	109
5 The structure and scope of operations	142

PART TWO Designing the operation

6 Process design	176
7 The layout and look of facilities	214
8 Process technology	246
9 People in operations	276
Supplement to Chapter 9 — Work study	308

PART THREE Deliver

10 Planning and control	318
11 Capacity management	355
Supplement to Chapter 11 — Analytical queueing models	402
12 Supply chain management	409
13 Inventory management	445
14 Planning and control systems	485
Supplement to Chapter 14 — Materials requirements planning (MRP)	508
15 Lean operations	515

PART FOUR Development

16 Operations improvement	548
17 Quality management	589
Supplement to Chapter 17 — Statistical process control (SPC)	623
18 Managing risk and recovery	636
19 Project management	667
Notes on chapters	703
Glossary	710
Index	725