

Cases In Operations Management Building Customer Value Through World Class Operations

Operations Management Case Problems in Small Business Management IBM SmartCloud: Building a Cloud Enabled Data Center Research Methods for Operations Management Cases in Operations Management The Insurance Field Cases in operations management Cases and Readings in Production and Operations Management Embassy management actions are needed to increase efficiency and improve delivery of administrative support services Successful Construction Supply Chain Management Operations Management for Business Excellence Services Marketing: Text And Cases Operations Management Cases in Operations Management Cases on Sustainable Human Resources Management in the Middle East and Asia Cases in Operations Management Operations Management Service Operations Management 101 Case Studies in Construction Management Designing and Building Security Operations Center Case Study Methodology in Business Research Cases in Leadership Current Population Survey Competing in the Age of AI Operations Management Cases Cases on Managing E-Services Cases in Operations Management Research Methodologies in Supply Chain Management HBR Guide to Building Your Business Case Essentials of Production and Operations Management Games in Operations Management Project Management Case Studies Tools and Tactics for Operations Managers

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(Collection)Cases in Organizational BehaviorTen Strategies of a World-Class Cybersecurity Operations CenterPrinciples of Operations ManagementThe Business Models HandbookKnowledge Management: Text & CasesTeaching with CasesFoundations of Operations Management

Operations Management

As the business environment continues to rapidly change, Dan Reid and Nada Sanders have developed the seventh Australia and New Zealand edition of Operations Management: An Integrated Approach, to make introductory OM courses accessible and engaging for all business majors. Beyond providing a solid foundation, this course covers emerging topics like Artificial Intelligence, Robotics, Data Analytics, and Sustainability and gives equal time to strategic and tactical decisions in both service and manufacturing organisations.

Case Problems in Small Business Management

IBM SmartCloud: Building a Cloud Enabled Data Center

Cases in Organizational Behavior has been designed to help readers develop an

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understanding of, and appreciation for, the various challenges, dilemmas, and constraints that decision makers face in real organizational settings. The cases are made up of actual events and address globalization, managing a diverse workforce, motivation, and leadership. Together, these cases provide students with the opportunity to practice and hone analytical skills, decision making skills, application skills, planning skills, and oral communication skills.

Research Methods for Operations Management

This cases in this collection have all been tested with undergraduates and MBAs and provide plenty of teachable and tested analysis opportunities for students.

Cases in Operations Management

For reseach in all subjects and among different philisopical paradigms, research methodologies form one of the key issues to rely on. This volume brings a series of papers together, which present different research methodologies as applied in supply chain management. This comprises review oriented papers that look at what kind of methodologies have been applied, as well as methodological papers discussing new developments needed to successfully conduct research in supply chain management. The third group is made up of applications of the respective

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methodologies, which serve as examples on how the different methodological approaches can be applied. All papers have undergone a review process to ensure their quality. Therefore, we hope that this book will serve as a valid source for current and future researchers in the field. While the workshop on “Research Methodologies in Supply Chain Management” took place at the Supply Chain Management Center, Carl von Ossietzky University in Oldenburg, Germany, it is based on a collaboration with the Supply Chain Management Group of the Department of Operations Management at the Copenhagen Business School and the Department of Production Management at the Vienna University of Economics and Business Administration. We would like to thank all those who contributed to the workshop and this book.

The Insurance Field

Learning has become a constant state of mind for most professionals in today's organizations. However, to become a true learning enterprise, organizations cannot stop at instilling this yearning for knowledge into their collaborators. They must also capture and formalize the common know-how of the organization, as well as provide time and infrastructure to allow learning moments to happen. The aim of the Gaming Workgroup within IFIP 5.7 on Integrated Production Management Systems and the European Group of University Teachers for Industrial Management EHTB is to develop tools and formalisms to support experimental

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learning in these organizations. It has been proven that modelling the know-how, using visual environments such as multimedia and graphic simulations, is a first step. This in turn allows for the development of games, i.e. challenging settings that foster group interaction and problem solving. Games in Operations Management provides an excellent overview of the different game formats that have been developed and tested in past years, and includes games in a manufacturing environment, games in a services environment, and games for teaching organizational values. The book comprises the selected, revised proceedings of the 4th International Workshop on Games in Production Management: Experimental Learning in Industrial Management, which was sponsored by the International Federation for Information Processing (IFIP) and held in November, 1998, in Ghent, Belgium. The book will be of particular interest to organizational trainers, providing a good overview of state-of-the-art game and training formats as well as hints and advice on how to organize interactive training sessions. It will also be of interest to researchers in industrial engineering, industrial management, and operations management.

Cases in operations management

For undergraduate/graduate-level courses in Operations Management. This text provides students with a state-of-the-art overview of operations management. The goal of this text is to show the fundamental principles of operations and how they

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relate to effectively producing goods and services.

Cases and Readings in Production and Operations Management

Case method teaching immerses students in realistic business situations--which include incomplete information, time constraints, and conflicting goals. The class discussion inherent in case teaching is well known for stimulating the development of students' critical thinking skills, yet instructors often need guidance on managing that class discussion to maximize learning. Teaching with Cases focuses on practical advice for instructors that can be easily implemented. It covers how to plan a course, how to teach it, and how to evaluate it. The book is organized by the three elements required for a great case-based course: 1) advance planning by the instructor, including implementation of a student contract; 2) how to make leading a vibrant case discussion easier and more systematic; and 3) planning for student evaluation after the course is complete. Teaching with Cases is ideal for anyone interested in case teaching, whether basing an entire course on cases, using cases as a supplement, or simply using discussion facilitation techniques. To learn more about the book, and to see resources available, visit teachingwithcases.hbsp.harvard.edu.

Embassy management actions are needed to increase

efficiency and improve delivery of administrative support services

Successful Construction Supply Chain Management

Operations Management for Business Excellence

Collection of brief cases and readings to be used as a supplement to any P/OM text. They emphasize both the manufacturing service aspects of production and operations management. Discussion questions at the end of each case and reading are provided to help analyze and evaluate the material.

Services Marketing: Text And Cases

In today's diverse workforce, managers and administrators are challenged with maintaining an equal and harmonious work environment. Despite the efforts of companies and organizations, training and maintaining employees of diverse cultural backgrounds in one setting continues to present challenges. Cases on Sustainable Human Resources Management in the Middle East and Asia presents a

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collection of teaching cases intended to examine the experience of modern executives implementing sustainable human resources practices in diverse corporations. Through highlighting practical examples of implementation in real-world settings, this book is an essential reference source for professionals and researchers working in the field of Human Resources Management interested in proven practices and effective strategies for managing diverse work environments, especially across Asia and the Middle East.

Operations Management

Research Methods for Operations Management, second edition is a toolkit of research approaches primarily for advanced students and beginner researchers but also a reference book for any researcher in OM. Many students begin their career in research limited by the one or few approaches taken by their department. The concise, accessible overviews found here equip them with an understanding of a variety of methods and how to use them, enabling them to tailor their research project to their own strengths and goals. The more seasoned researcher will find comprehensive descriptions and analyses on a wide variety of research approaches. This updated and enhanced edition responds to the latest developments in OM, including the growing prominence of services and production of intangible products, and the increasing use of secondary data and of mixed approaches. Alternative research approaches are included and explored to help

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with the early planning of research. This edition also includes expanded literature review and analysis to guide students towards the next steps in their reading, and more detailed step-by-step advice to tie theory with the researcher's own practice. Including contributions from an impressive range of the field's leading thinkers in OM research, this is a guide that no-one embarking on an OM research project should be without.

Cases in Operations Management

"a provocative new book" -- The New York Times AI-centric organizations exhibit a new operating architecture, redefining how they create, capture, share, and deliver value. Marco Iansiti and Karim R. Lakhani show how reinventing the firm around data, analytics, and AI removes traditional constraints on scale, scope, and learning that have restricted business growth for hundreds of years. From Airbnb to Ant Financial, Microsoft to Amazon, research shows how AI-driven processes are vastly more scalable than traditional processes, allow massive scope increase, enabling companies to straddle industry boundaries, and create powerful opportunities for learning--to drive ever more accurate, complex, and sophisticated predictions. When traditional operating constraints are removed, strategy becomes a whole new game, one whose rules and likely outcomes this book will make clear. Iansiti and Lakhani: Present a framework for rethinking business and operating models Explain how "collisions" between AI-driven/digital and traditional/analog

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firms are reshaping competition, altering the structure of our economy, and forcing traditional companies to rearchitect their operating models Explain the opportunities and risks created by digital firms Describe the new challenges and responsibilities for the leaders of both digital and traditional firms Packed with examples--including many from the most powerful and innovative global, AI-driven competitors--and based on research in hundreds of firms across many sectors, this is your essential guide for rethinking how your firm competes and operates in the era of AI.

Cases on Sustainable Human Resources Management in the Middle East and Asia

Cases in Operations Management

Provides a unique overview of supply chain management (SCM) concepts, illustrating how the methodology can help enhance construction industry project success This book provides a unique appraisal of supply chain management (SCM) concepts brought together with lessons from industry and analysis gathered from extensive research on how supply chains are managed in the construction industry. The research from leading international academics has been drawn

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together with the experience from some of the industry's foremost SCM practitioners to provide both the experienced researcher and the industry practitioner a thorough grounding in its principles, as well as an illustration of SCM as a methodology for enhancing construction industry project success. The new edition of Successful Construction Supply Chain Management: Concepts and Case Studies incorporate chapters dealing with Building Information Modelling, sustainability, the 'Demand Chain' in projects, the link between self-organizing networks and supply chains, decision-making, 'Lean,' and mega-projects. Other chapters cover risk transfer and allocation, behaviors, innovation, trust, supply chain design, alliances, and knowledge transfer. Supply Chain Management techniques have been used successfully in various industries, such as manufacturing and food processing, for decades Fully updated with new chapters dealing with key construction industry topics such as BIM, sustainability, the 'Demand Chain' in projects, 'Lean,' mega-projects, and more Includes contributions from well established academics and practitioners from Network Rail, mainstream construction, and consultancy Illustrates how SCM methodologies can be used to enhance construction industry project success Successful Construction Supply Chain Management: Concepts and Case Studies is an ideal book for postgraduate students at MSc and PhD level studying the topic and for all construction management practitioners.

Operations Management

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This international market-leading book, aimed at both students and practising managers, provides a comprehensive and balanced introduction to service operations management. Building on the basic principles of operations management, the authors examine the operations decisions that managers face in controlling their resources and delivering services to their customers.

Service Operations Management

101 Case Studies in Construction Management

Vols. for 1910-56 include convention proceedings of various insurance organizations.

Designing and Building Security Operations Center

THE #1 PROJECT MANAGEMENT CASE STUDIES BOOK NOW FEATURING NEW CASES FROM DISNEY, THE OLYMPICS, AIRBUS, BOEING, AND MORE After on-the-job experience, case studies are the most important part of every project manager's training. This Fifth Edition of Project Management Case Studies features more than one hundred case studies that detail projects at high-profile companies around the

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world. These cases offer you a unique opportunity to experience, first-hand, project management in action within a variety of contexts and up against some of the most challenging conditions any project manager will likely face. New to this edition are case studies focusing on agile and scrum methodologies. Contains 100-plus case studies from companies that illustrate both successful and not-so-successful project management Represents an array of industries, including medical and pharmaceutical, aerospace, entertainment, sports, manufacturing, finance, telecommunications, and more Features 18 new case studies, including high-profile cases from Disney, the Olympics, Boeing 787 Dreamliner, and Airbus 380 Follows and supports preparation for the Project Management Professional (PMP)® Certification Exam Experienced PMs, project managers in training, and students alike will find this book to be an indispensable resource whether used as a standalone or combined with the bestselling Project Management: A Systems Approach to Planning, Scheduling, and Controlling, 12th Edition. PMI, CAPM, PMBOK, PMP and Project Management Professional are registered marks of the Project Management Institute, Inc.

Case Study Methodology in Business Research

This book is designed to provide new case resources for Operations Management courses. It is a series of cases that address functional-level problems which can be studied, analyzed, and resolved using the tools and techniques typically presented

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in the core Operations Management curriculum. The cases in this book come from six different companies. For each company, there are three cases dealing with common Operations Management problems.

Cases in Leadership

Current Population Survey

Ten Strategies of a World-Class Cyber Security Operations Center conveys MITRE's accumulated expertise on enterprise-grade computer network defense. It covers ten key qualities of leading Cyber Security Operations Centers (CSOCs), ranging from their structure and organization, to processes that best enable smooth operations, to approaches that extract maximum value from key CSOC technology investments. This book offers perspective and context for key decision points in structuring a CSOC, such as what capabilities to offer, how to architect large-scale data collection and analysis, and how to prepare the CSOC team for agile, threat-based response. If you manage, work in, or are standing up a CSOC, this book is for you. It is also available on MITRE's website, www.mitre.org.

Competing in the Age of AI

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Cases in Operations Management: Building Customer Value Through World-Class Operations is unique in its strong grounding in real-world decisions. The cases are structured into six chapters, each of which offers an overview of key concepts. Given that most managers will need to function effectively in an international context, the cases draw from challenges faced by experienced managers in such varied settings as China, France, India, Italy, Japan, the Netherlands, Trinidad, Vietnam, and others, in addition to the United States and Canada. These cases continue to illustrate basic concepts while expanding students' understanding of economic, political, and cultural concerns that must be interwoven into such key areas as process design, quality, and supply chain management.

Operations Management Cases

Cases in Leadership is a unique collection of 30 real-world leadership cases from Ivey Publishing plus fourteen practitioner readings from the Ivey Business Journal. The updated casebook helps business students gain a better understanding of leadership and enables them to be more effective leaders through their careers. The selected cases are about complex leadership issues that require the attention of the decision-maker in each case. Each of the casebooks comes equipped with instructor's resources on CD-ROM. These affordable collections will not only help students connect to real-world situations, but will benefit corporations seeking continued education in the field as well.

Cases on Managing E-Services

Business frameworks sit at the heart of every successful business. They add structure and clarity to business problems and can help practitioners overcome the everyday challenges they face. The Business Models Handbook brings together the most helpful and widely used templates and frameworks into a single, invaluable resource. Each chapter focuses on an individual business framework, giving an overview of 50 of the best known frameworks and how it will help an organization grow and be profitable. Each supported by a real-world case study, these include ANSOFF matrix, Price-Quality-Strategy model, Stage-Gate model, Service Profit Chain and many more. Authored by a leading global market researcher with a background working on over 3,000 different research projects, The Business Models Handbook is an invaluable resource for any student or professional. Online resources include lecture slides that align with each chapter.

Cases in Operations Management

"You've got a great idea that will increase revenue or productivity--but how do you get approval to make it happen? By building a business case that clearly shows its value. Maybe you struggle to win support for projects because you're not sure what kind of data your stakeholders will trust, or naysayers always seem to shoot your

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ideas down at the last minute. Or perhaps you're intimidated by analysis and number crunching, so you just take a stab at estimating costs and benefits, with little confidence in your accuracy. To get any idea off the ground at your company you'll have to make a strong case for it. This guide gives you the tools to do that"--

Research Methodologies in Supply Chain Management

Organizations are looking for ways to get more out of their already strained IT infrastructure as they face new technological and economic pressures. They are also trying to satisfy a broad set of users (internal and external to the enterprise) who demand improvements in their quality of service (QoS), regardless of increases in the number of users and applications. Cloud computing offers attractive opportunities to reduce costs, accelerate development, and increase the flexibility of the IT infrastructure, applications, and services. Infrastructure as a service (IaaS) is the typical starting point for most organizations when moving to a cloud computing environment. IaaS can be used for the delivery of resources such as compute, storage, and network services through a self-service portal. With IaaS, IT services are delivered as a subscription service, eliminating up-front costs and driving down ongoing support costs. IBM® has defined the Cloud Computing Reference Architecture (CCRA) based on years of experience of working with customers who have implemented cloud-computing solutions. The IBM CCRA is a blueprint or guide for architecting cloud-computing implementations. This IBM

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Redguide™ publication highlights the Cloud Enabled Data Center adoption pattern and describes how you can use it to define an IaaS solution. This guide is intended for chief technology officers, data center architects, IT architects, and application architects who want to understand the cloud-computing infrastructure necessary to support their applications and services by using an IaaS solution. It explains the technical and business benefits of a Cloud Enabled Data Center solution. It introduces a Cloud Enabled Data Center maturity model where each maturity level corresponds to an increase in the degree of automation and the cloud-computing capabilities that are available. In addition, this guide describes the architectural framework provided by the IBM CCRA and explains details about the Cloud Enabled Data Center adoption pattern.

HBR Guide to Building Your Business Case

Essentials of Production and Operations Management

A brand new collection of state-of-the-art operations management tools and tactics... 3 authoritative books, now in a convenient e-format, at a great price! 3 authoritative eBooks bring together today's most valuable new operations management techniques and solutions! Apply today's most innovative operations

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management techniques to improve performance and value in any organization -- even the most complex or constrained! In *High Performance Operations*, Hillel Glazer shows how to optimize business performance and profitability while maintaining strong governance and compliance. Glazer demonstrates how to integrate lean and systems thinking, and systematically incorporating compliance into planning for overall performance, value, and profitability, rather than viewing it as an end in itself. Learn how to clarify competing interests and implement pre-conditions for success; use systems thinking to promote operational excellence; eliminate single points of failure; establish proof-of-performance; scale your successes, and get more of "what went right"! The *Encyclopedia of Operations Management* is the perfect single-volume "field manual" for every OM or supply chain professional. Nearly 1,500 well-organized, up-to-date definitions cover every facet of supply chain design, planning, management, and optimization. For the first time, this remarkable reference brings together up-to-the-minute information about topics ranging from accounting and customer service to transportation and warehousing. Next, in *The Operations Manager's Toolbox*, Randal Wilson helps you use proven project management (PM) tools and techniques to supercharge efficiency, free up resources, eliminate unnecessary meetings, and get more done faster. Wilson shows how to apply PM to complete crucial "smaller" tasks that can deliver rapid and sizable improvements. You'll learn how to plan, implement, and measure the success of high-impact changes, and organize key tasks so they actually get done. Discover specific techniques for eliminating waste in

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engineering, manufacturing, distribution, and inventory. Next, learn how to use PM to manage teams, schedules, budgets, and resources more effectively, and systematically predict and mitigate operational risks. Whatever your role in operations management, this unique eBook collection will help you perform far more effectively – in your organization, and in your career! From world-renowned operations management experts Hillel Glazer, Arthur V. Hill, and Randal Wilson

Games in Operations Management

Project Management Case Studies

This text encompasses everything from project management, product design, linear programming, and quality control to decision theory, supply chain management, forecasting, and inventory management. Building on the success of the first edition, the updated second Canadian edition of Foundations of Operations Management addresses the consistent demand for a more concise operations management text. At just over 500 pages, this books strikes a perfect balance by covering essential topics while providing the pedagogical framework that best serves introductory students.

Tools and Tactics for Operations Managers (Collection)

This book is intended to enhance the knowledge of MBA students in Operations Management acquired in a basic level course. The case-study material covered relates to a wide spectrum of management activities, and deals with the application of statistical, operations research and system analysis methods to problems categorized under several headings. The book can therefore be used in conjunction with a course in Operations Management or as an independent second course. Thirty-one real-world cases in the book are the result of several years of research work by the authors, including consultancy assignments, doctoral dissertations, and project assignments of graduate management students. The cases are research oriented and encourage students to think rigorously in an environment of uncertainty of a real-world situation. The cases are comprehensive enough to drill students in devising alternative methods of solutions, and arm them with a deep understanding of decision-making processes instead of merely providing them with a general appreciation of managerial perspective. These realistic cases help in learning applications of quantitative and analytical techniques of management, bringing home to the student the challenges of managing activities throughout the organization. Though a new title, it is an enlarged version of Dr. Krishnaswamy's earlier book Cases in Production/Operations Management.

Cases in Organizational Behavior

The complete guide for how to design and conduct theory-testing and other case studies... Case Study Methodology in Business Research sets out structures and guidelines that assist students and researchers from a wide range of disciplines to develop their case study research in a consistent and rigorous manner. It clarifies the differences between practice-oriented and theory-oriented research and, within the latter category, between theory-testing and theory-building. It describes in detail how to design and conduct different types of case study research, providing students and researchers with everything they need for their project. The main aims are to: * present a broad spectrum of types of case study research (including practice-oriented case studies, theory-building case studies and theory-testing case studies) in one consistent methodological framework. * emphasize and clearly illustrate that the case study is the preferred research strategy for testing deterministic propositions such as those expressing a necessary condition case by case and that the survey is the preferred research strategy for testing probabilistic propositions. * stress the role of replication in all theory-testing research, irrespective of which research strategy is chosen for a specific test. * give more weight to the importance of theory-testing relative to theory-building. Case Study Methodology in Business Research is a clear, concise and comprehensive text for case study methodology. Templates are supplied for case study protocol and how to report a case study. A modular textbook primarily aimed at serving research

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methodology courses for final year undergraduate students and graduate students in Business Administration and Management, which is also useful as a handbook for researchers. Written by Jan Dul, Professor of Technology and Human Factors, RSM Erasmus University, Rotterdam and Tony Hak, Associate professor of Research Methodology, RSM Erasmus University, Rotterdam, in collaboration with other authors from RSM Erasmus University. * Provides students with everything needed to design and conduct a case study project * Templates are supplied clearly demonstrating case study protocol and how to report a case study * A highly accessible, concise and comprehensive text for Case Study methodology

Ten Strategies of a World-Class Cybersecurity Operations Center

Describes the key concepts of operations management, covering such topics as planning and control, the role of technology, and "just-in-time" techniques.

Principles of Operations Management

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

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such as operations strategy, performance measurement and TPM.

The Business Models Handbook

All businesses strive for excellence in today's technology-based environment in which customers want solutions at the touch of a button. This highly regarded textbook provides in-depth coverage of the principles of operations and supply chain management and explains how to design, implement, and maintain processes for sustainable competitive advantage. This text offers a unique combination of theory and practice with a strategic, results-driven approach. Now in its fourth edition, Operations Management for Business Excellence has been updated to reflect major advances and future trends in supply chain management. A new chapter on advanced supply chain concepts covers novel logistics technology, information systems, customer proximity, sustainability, and the use of multiple sales channels. As a platform for discussion, the exploration of future trends includes self-driving vehicles, automation and robotics, and omnichannel retailing. Features include: A host of international case studies and examples to demonstrate how theory translates to practice, including Airbus, Hewlett Packard, Puma, and Toyota. A consistent structure to aid learning and retention: Each chapter begins with a detailed set of learning objectives and finishes with a chapter summary, a set of discussion questions and a list of key terms. Fully comprehensive with an emphasis on the practical, this textbook should be core

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reading for advanced undergraduate and postgraduate students of operations management and supply chain management. It would also appeal to executives who desire an understanding of how to achieve and maintain 'excellence' in business. Online resources include lecture slides, a glossary, test questions, downloadable figures, and a bonus chapter on project management.

Knowledge Management: Text & Cases

'Operations Management: policy, practices, performance improvement' is the latest state-of-the-art approach to operations management. It provides new cutting edge input into operations management theory and practice that cannot be found in any other text. Discussing both strategic and tactical inputs it combines and balances service and manufacturing operations. * Cutting edge techniques accompanied by brand new case studies * Challenges standard approaches * Comprehensive coverage of strategic supply management * Critical sample questions to aid discussion * Reading lists and articles to support learning * Additional lecturer support material This outstanding author team is from the Operations Management Group at the University of Bath. Their expertise and knowledge is apparent in the text, and they bring to it their original research and experience in the field of operations management. Cutting edge techniques employed New case study material to support points in the text Critical sample questions to assist the learning process

Teaching with Cases

Do you know what weapons are used to protect against cyber warfare and what tools to use to minimize their impact? How can you gather intelligence that will allow you to configure your system to ward off attacks? Online security and privacy issues are becoming more and more significant every day, with many instances of companies and governments mishandling (or deliberately misusing) personal and financial data. Organizations need to be committed to defending their own assets and their customers' information. Designing and Building a Security Operations Center will show you how to develop the organization, infrastructure, and capabilities to protect your company and your customers effectively, efficiently, and discreetly. Written by a subject expert who has consulted on SOC implementation in both the public and private sector, Designing and Building a Security Operations Center is the go-to blueprint for cyber-defense. Explains how to develop and build a Security Operations Center Shows how to gather invaluable intelligence to protect your organization Helps you evaluate the pros and cons behind each decision during the SOC-building process

Foundations of Operations Management

"This book lays the theoretical foundations for understanding e-services as well as

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provide real life cases of e-services"--Provided by publisher.

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