

OPERATIONS MANAGEMENT

OM 4



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David A. Collier



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Information Technology, Project Management & Organizational Efficiency Firend Al. R., This book starts with discussion on the nature of Information Technology and how it relates to modern organizational function Then a discussion on process design and methodology in project management to highlight the increasing importance of project based jobs in post COVID 19 world The discussion on the role of information technology is all about Organizational Efficiency In quest of the organization will remain to increase efficiency and effectiveness which is manifested in all actions taken strategies of any given public or private entity Therefore the intertwined functions of information technology the field of project management and organizational efficiency are inseparable Number of cases are presented in this book to provide real examples illustrating what companies do and how they must continuously search for approaches that increases productivity efficiency and effectiveness

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do no more no less Nothing can be farther from the truth Then if so why is the service community in constant disarray Startup businesses fail on a regular basis Why They simply do not provide good service Many persons in responsible positions rarely give service even a brief notice What they subconsciously think about service has to be the truth How often do you hear exclamations like I ll never fly again especially on that airline What about I ve had it with fast food restaurants Have you ever heard a student say I ll never take another course from that professor Or it s a great car but the service stinks What about He may be a great doctor but he treats all patients like thy are not human So what do you do if you own or manage a small business and want to start off right That s an easy question You simply send new employees or even experienced ones to service school You ve heard of computer school but have you heard of service school There are books on computer for example all over the place But you probably have never seen one a book that is about service Is an automobile dealership the same as a pharmacy At the service level you can bet they are This book will tell you all you need to know about providing great service Have you ever heard of a 2 hour seminar on how to give good service I bet you haven t Sometimes a manager will give suggestions but that is about it This book is a service resource Have you experienced a doctor s office that calls a patient concerning what time his or her appointment is Have you had a car dealer tell you they have lost your car Has a doctor operated on the wrong leg Maybe even the wrong person A service is a client provider interaction that creates and captures value for both participants We use service in several aspects of our lives including business government education health care and religion But what exactly are the best practices principles and theories of service The actual study of service is a relatively new field but it is one that can open the door to a better understanding of the essential part of our lives In this little book Harry Katzan Jr founder and editor of the Journal of Service Science offers a concise readable examination of how managers can use information about services to construct a better customer environment Harry Katzan Jr believes that the characteristics of a service process determine its efficacy in solving real world problems He disseminates these characteristics and provides a clear view of service to help managers pinpoint the exact issues they need to tackle With a comprehensive bibliography examples and a highly engaging writing style this little book on service provides is perfect for the professional and laymen alike Discover how you can put information about service to work for you **Operations**

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James Robert Evans, James R. Evans, David A. Collier, 2007 This exciting new textbook provides exceptional coverage of the essential topics taught in a modern operations management course Its highly current coverage includes contemporary and relevant service theory and applications Appropriate manufacturing applications and theory are included where relevant The book s modern strategic approach addresses OM from a cross functional perspective which views operations as linked to all other functional areas of an organization such as marketing and finance The strategic approach takes into consideration the integration of technology and how it changes the way a firm operates Recognition of this current trend is the main differentiating factor for this Collier Evans text The book provides equal coverage of manufacturing and services theory and applications while placing an emphasis on the integration of the value chain **American Book Publishing Record** ,1991

Readers' Guide to Periodical Literature Anna Lorraine Guthrie, Bertha Tannehill, Neltje Marie Tannehill Shimer, 1919 An author subject index to selected general interest periodicals of reference value in libraries Public Administration Great Britain. Overseas Development Administration. Library, 1980 **The Publishers' Trade List Annual** ,1985 Journal of the Institute of Bankers ,1967

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