

Fourth Edition

SERVICE OPERATIONS MANAGEMENT

Improving Service Delivery

Robert Johnston
Graham Clark
Michael Shulver



Service Operations Management Improving Service Delivery 4th Edition

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Velavancorresponding**



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Service Operations Management Robert Johnston, Graham Clark, Michael Shulver, 2012 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 Combining a unique practical approach with a detailed theoretical underpinning the authors provide tools frameworks and techniques for operational analysis and improvement and set operations management within the wider business context bringing a valuable real world perspective to this growing area Each chapter includes definitions of key terms real world examples and case studies with exercises questions to test both understanding and application together with recommended further reading and suggested web sites to deepen your knowledge New features for this 4th edition include A new 17 chapter structure A practical focus on how to deal with the key issues and challenges facing service operations managers A new chapter on the customer experience A new chapter on driving continuous improvement A new chapter on learning from other operations A new chapter on world class service Six new end of chapter case exercises A new full colour design **Service Operations Management** is an invaluable guide to students and managers confronting operational issues in service management whether from a general management perspective or focused in specific sectors such as tourism and leisure or business services This book is ideal for undergraduates postgraduates or executives wishing to gain a deeper understanding of managing service operations and improving service delivery

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Andrea Vinelli Professor of Operations Management University of Padova Italy **Service Operations Management** Robert Johnston, Michael Shulver, Nigel Slack, Graham Clark, 2020-10-29 Analyse and address organisational challenges using real world examples **Service Operations Management 5th Edition** by Robert Johnston et al is a market leading text on service operations management and provides a clear understanding of how service performance can be improved in organisations This textbook applies underlying theories to the real [Research Handbook on Services Management](#) Davis, Mark M., 2022-08-05 This comprehensive Research Handbook reflects the latest research breakthroughs and practices in services

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