

Operations Management

Kruger • Ramphal • Maritz

How does operations management fit into the functions of an organisation? What are the latest changes to the ISO standards? How does one implement lean manufacturing? What sets Six Sigma apart from other quality improvement initiatives?

Operations Management is a leading introductory text which focuses on the fundamental theory necessary within the production and service industries. The textbook is written in clear, accessible language and includes examples and case studies which focus on production, service and supply chain management within the South African context.

This book is written for undergraduate students who are studying operations management as part of a National Diploma or as part of a business sciences qualification. It is also suitable for a number of undergraduate engineering courses.

The revised third edition of *Operations Management* includes:

- A new chapter on project management within the context of operations management
- An updated chapter on lean manufacturing which focuses on preserving value with less work and waste
- Updates to ISO quality standards
- New and updated case studies which enable students to see how theory can be applied in the real-world setting.

The following lecturer's resources are available to lecturers who prescribe this text:

- Question bank
- PowerPoint® slides
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ISBN 978 0 19 904958 1



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Operations Management 3rd Edition Kruger

Richard Bailey



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Table of Contents Operations Management 3rd Edition Kruger

1. Understanding the eBook Operations Management 3rd Edition Kruger
 - The Rise of Digital Reading Operations Management 3rd Edition Kruger
 - Advantages of eBooks Over Traditional Books
2. Identifying Operations Management 3rd Edition Kruger
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Operations Management 3rd Edition Kruger
 - User-Friendly Interface
4. Exploring eBook Recommendations from Operations Management 3rd Edition Kruger
 - Personalized Recommendations
 - Operations Management 3rd Edition Kruger User Reviews and Ratings
 - Operations Management 3rd Edition Kruger and Bestseller Lists
5. Accessing Operations Management 3rd Edition Kruger Free and Paid eBooks
 - Operations Management 3rd Edition Kruger Public Domain eBooks
 - Operations Management 3rd Edition Kruger eBook Subscription Services
 - Operations Management 3rd Edition Kruger Budget-Friendly Options
6. Navigating Operations Management 3rd Edition Kruger eBook Formats

- ePub, PDF, MOBI, and More
 - Operations Management 3rd Edition Kruger Compatibility with Devices
 - Operations Management 3rd Edition Kruger Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Operations Management 3rd Edition Kruger
 - Highlighting and Note-Taking Operations Management 3rd Edition Kruger
 - Interactive Elements Operations Management 3rd Edition Kruger
 8. Staying Engaged with Operations Management 3rd Edition Kruger
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Operations Management 3rd Edition Kruger
 9. Balancing eBooks and Physical Books Operations Management 3rd Edition Kruger
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Operations Management 3rd Edition Kruger
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Operations Management 3rd Edition Kruger
 - Setting Reading Goals Operations Management 3rd Edition Kruger
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Operations Management 3rd Edition Kruger
 - Fact-Checking eBook Content of Operations Management 3rd Edition Kruger
 - Distinguishing Credible Sources
 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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