



Operations Management For Service Industries

Author : Glenn Bassett / **Category :** Business & Economics /

Total Pages : 261 pages

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Summary : Free operations management for service industries pdf download - looking at service industries from the cost and quality management viewpoint bassett argues that to achieve effective service delivery companies must move from high-volume long-run output to low-volume and short-runs operations he maintains that despite the inevitability of suboptimized plan and equipment utilization inefficiencies are not inherent his book outlines a vision of short-run operations based on proven principles of management and organization science and provides service industry management with a blueprint for successful competition

Pusblisher : Greenwood Publishing Group on 1992-01-01 /

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