



Operations Management In Service Industries And The Public Sector

Author : Christopher Voss / **Category :** Business & Economics /

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Summary : Free operations management in service industries and the public sector pdf download - operations management in service industries and the public sector text and cases christopher voss school of industrial and business studies university of warwick colin armistead the european school of management studies oxford bob johnston school of industrial and business studies university of warwick barbara morris department of management studies sheffield city polytechnic aimed at teachers and students on business and management courses teaching and studying operations as well as those concerned with the management of specific service industries this book brings together concepts found in the wider literature as well as presenting some new concepts written from the standpoint of operations management specialists--rather than marketing managers--the book examines the operational aspects of service operations and includes vital links with marketing organization and business policy by using a wide range of case studies from both the public and the private sector suitable as a teaching text at both graduate and postgraduate levels the book will also be of value to practitioners in service organizations the public sector and those concerned with the management of internal services in manufacturing

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