

## **Operations Management, Second Edition**

Terry Hill



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Operations Management presents Terry Hill's vision of how operations can deliver real competitive advantage for organizations. It provides detailed consideration of service delivery system design, with a dedicated chapter on the subject; introduces the importance of people management from the beginning; provides expanded discussion of operations strategy and market linkage, enterprise resource planning, and supply chain issues including e-procurement; demonstrates operations in the "real world" with over 100 mini-cases, plus detailed long case studies at the end of the book to encourage critical analysis; and offers a range of companion materials for lecturers and students.

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