



Operations Management

Terry Hill, Alex Hill

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Operations Management is an ideal text for courses requiring an in-depth yet accessible guide to operations management. This edition has been fully updated to provide coverage of service and manufacturing industries that reflects the modern business environment. Cases cover a range of global brands, ensuring students can apply theory to the real world.

New to this edition:

- New chapters on CSR, Ethics and "Analyzing the Business"
- Increased coverage of performance measurement
- New coverage of six sigma and Taguchi
- New section on lean management and improving operations
- Increased coverage of MRP
- Chapters on time and productivity, maintenance and new technology removed
- The preface has been overhauled with a section dedicated to the differences between *Operations Management* and *Essentials of Operations Management*
- All the chapters have been re-worked to make the content broader and the coverage deeper

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