Pearson

Learn to analyse operational challenges with ease

ISBN : 9789356067400

SERVICE OPERATIONS MANAGEMENT
IMPROVING SERVICE DELIVERY
FIFTH EDITION

ROBERT JOHNSTON
MICHAEL SHULVER
NIGEL SLACK
GRAHAM CLARK

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Key Highlights

- **Written to provide relevant, real world understanding of concepts**
- **Puts theory into practice**
- **Backed by effective learning-design principles**

Authors

Robert Johnston, Michael Shulver, Nigel Slack, Graham Clark

#PrepareWell

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What's Special:

The book applies underlying theories to real world challenges faced by service operations managers on a day-to-day basis. This market-leading text on service operations management provides a range of tools, frameworks and techniques designed to help understand ways to deal with operational challenges.