



# Essential Guide to Operations Management: Concepts and Case Notes

*David Bamford, Paul Forrester*

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This book is a novel treatment of Operations Management. It takes a fresh insight to this increasingly important topic, exploring fundamental principles equally applicable to service and manufacturing situations. The book adapts a strategic stance by providing a framework for effective decision making and is aimed at practising managers who need to design working processes, manage change and make decisions within a strategic framework. The framework and supporting case vignettes allow the practitioner to grasp essential concepts quickly in a range of different operational contexts.

"Bamford and Forrester have done an excellent job in creating a concise, salient, and appealing approach - they have captured the essential elements of designing processes, products and work organizations; exploring approaches to operations planning and control; managing change through effective project management and technology transfer; and then managing quality and improvement strategies".

—**Professor Rob Handfield, Professor of Supply Chain Management, North Carolina State University, USA**

"This is an excellent concise text that introduces students to all of the key areas - it's an invaluable aid for students in understanding all of the major aspects of operations and their importance to the success of businesses".

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"For today's or tomorrow's business leaders this text has well structured invaluable content ready for immediate adoption. Follow the guide, put it into practice, and the rewards will follow".

—**Mr Vernon Barker, Managing Director, First TransPennine Express, First Group Plc, UK**

"This book combines technical theory 'book smarts' with real life experience 'street smarts' in a flowing read".

—**Mr Stephen Oliver, Vice President Marketing & Sales, Vicor Corporation, Boston, USA**



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