

Operations Management

Kruger ■ Ramphal ■ Maritz

How does operations management fit into the functions of an organisation? What are the latest changes to the ISO standards? How does one implement lean manufacturing? What sets Six Sigma apart from other quality improvement initiatives?

Operations Management is a leading introductory text which focuses on the fundamental theory necessary within the production and service industries. The textbook is written in clear, accessible language and includes examples and case studies which focus on production, service and supply chain management within the South African context.

This book is written for undergraduate students who are studying operations management as part of a National Diploma or as part of a business sciences qualification. It is also suitable for a number of undergraduate engineering courses.

The revised third edition of *Operations Management* includes:

- A new chapter on project management within the context of operations management
- An updated chapter on lean manufacturing which focuses on preserving value with less work and waste
- Updates to ISO quality standards
- New and updated case studies which enable students to see how theory can be applied in the real-world setting.

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AUTHORS:

David Kruger is Associate Professor in the Department of Mechanical and Industrial Engineering at Unisa.

Roy Ramphal is an Associate Professor in Management at the Unisa Department of Business Management.

Mark Maritz is a lecturer at Rhodes University within the Department of Management.

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ISBN 978 0 19 904958 1



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