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Operations management deals with the management of the creation of goods and the delivery of services to the customer. It plays an essential role in the success of any organization. In this book, Andrew Greasley provides a clear and accessible introduction to this important area of study, focusing on all key areas of operations in both manufacturing and service industries. *Operations Management Second Edition* covers the main areas of operations: strategy, the design of the operations system, and the management of operations over time. Yet its concise nature of the text means students are not overwhelmed by the amount of material presented. This new edition also features new content in such areas as the quality gap model, enterprise systems, and business process management. Expanded case studies include more global and European cases and longer cases at the end of each chapter. Greater clarity in chapter material, organization, worked examples, and a step-by-step guide to the procedure to solve quantitative problems. Visual redesign in full colour. More support material for students and lecturers, including an interactive WileyPLUS course. All lecturers can access supporting resources on the companion website at www.wiley.com/college/greasley, including an Instructor's Manual with suggested solutions for all case study questions and end-of-chapter exercises, a Test Bank, and PowerPoint slides for each chapter. Students will find multiple-choice test quizzes, web links, and an online glossary. *Operations Management* is essential reading for all students studying operations management, whether on undergraduate, postgraduate, or continuing professional development courses.

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