



Operations Management in Service Industries and the Public Sector: Text and Cases

By Christopher Voss, Colin Armistead, Bob Johnston, Barbara Morris

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From the Publisher

Written from the standpoint of the operations manager, this text treats service operations management as an area distinct from manufacturing management. It discusses the design of service operations, capacity and quality management, operations control, materials management, and more. Features many cases drawn from real operating service organizations.

From the Back Cover

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About the Author

About the authors Chris Voss is Professor of Manufacturing Policy and Strategy at the University of Warwick. He was previously at the London Business School and Harbridge House Consultants. He has published widely in the field of Productions/Operations Management and is Chairman of the Operations Management Group of Great Britain. He introduced and developed the teaching of Service Operations Management at the London Business School. Colin Armistead is senior lecturer in Operations Management at the European School of Management Studies, Oxford. He was previously at Manchester Polytechnic. He spent ten years working in manufacturing industry in operations related areas where his initial interest was generated in the management of internal service, and five years teaching operations management. Bob Johnston lectures in Operational Management at the School of Industrial and Business Studies at Warwick University. He was formerly senior lecturer at Sheffield City Polytechnic and visiting professor at Rochester University. His interests include operations strategy and management information systems. Barbara Morris is senior lecturer in Operations Management at Sheffield City Polytechnic. She has also been visiting professor at the University of Arizona. Her interests include the use of microcomputers in operations management and the human aspects of service management.

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