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Glenn Bassett, 1992-11-18 Effective service delivery requires a transition from high volume long run operations to low volume short run output In conventional terms inefficiency is inherent in such a shift The Japanese experience suggests however that this convention is in error success is available if we can only organize operations away from capital toward labor intensiveness with emphasis on multipurpose machinery and multiskilled workers as the foundation Wholly new devices that accept the inevitability of bottlenecks and focus on managing them are required for managing work flow A century of mass production has set in place habits and concepts of operations management that are inappropriate to the need A new vision is needed This book outlines an operations vision based on proven principles of management and organization science that can guide the way into an emerging service era Glenn Bassett looks at a variety of service industries from the perspective of cost and quality management He argues the basic inevitability of suboptimized plant and equipment utilization The potential for conflict between commodity and noncommodity dimensions of service is examined Basic methods of cost control and work flow management are described The varied and sometimes shifting bases of service quality are described in considerable detail industry by industry where necessary Methods for selecting and training effective service providers are reviewed Reform of government service as metaphor and model for the service revolution is detailed The focus always is on sound cost effective high quality service delivery using the best available operations methods It is sound operations management that will contribute genuine value to tomorrow s service industries The basics of that discipline are the subject of this book

Successful Service Operations Management Richard Metters, Kathryn King-Metters, Madeleine Pullmann, 2003

Adopting the Beat of Phrase: An Emotional Symphony within **Successful Service Operations Management**

In some sort of consumed by monitors and the ceaseless chatter of quick connection, the melodic beauty and psychological symphony created by the prepared term usually fade into the backdrop, eclipsed by the constant sound and interruptions that permeate our lives. However, set within the pages of **Successful Service Operations Management** a marvelous fictional treasure full of raw feelings, lies an immersive symphony waiting to be embraced. Constructed by a masterful musician of language, that fascinating masterpiece conducts visitors on a mental trip, well unraveling the hidden melodies and profound affect resonating within each carefully constructed phrase. Within the depths of the emotional assessment, we shall investigate the book is key harmonies, analyze their enthralling writing type, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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