



Operations Management and Productivity Techniques

P.N.T.T. Kachwala Mukherjee

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The concept of Operations Management is universally applicable to all functions including Production, Materials, Human Resources, Marketing, Logistics and Supply Chain Management. Operations Management is an effective and efficient way of carrying out a business process (manufacturing or service sector) aimed at maximization of Customer Satisfaction and Return On Investment. The concept of productivity implies effectiveness and efficiency in individual and organizational performance, reflected in the creation of surplus through productive operations.

This book provides readers with an easy-to-understand treatment of all aspects of Operations Management and explains the expanded coverage of the role of Operations Management in the organization. Manufacturing and service operations are given equal treatment.

While focusing on the basic principles and core operations in a straightforward and well structured style, the book provides students with an understanding of managing operations, effectively and efficiently, in the following areas:

• Total Quality Management • Statistical Process Control • Total Productive Management • Service Quality Management • Supply Chain Management • Inventory Management

Written for MBA students as well as for B.Tech. students in Mechanical/ Production/Industrial engineering, this book covers the curriculum of different universities for a course in Operations Management.

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