



OPERATIONS AND PROCESS MANAGEMENT

Principles and Practice for Strategic Impact

Fifth Edition

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Brief contents

Guide to case studies	xiii
Preface	xv
About the authors	xix
Acknowledgements	xxi
Publisher's acknowledgements	xxii
1 Operations and processes	1
2 Operations and strategic impact	39
3 Product and service innovation	81
4 Operations scope and structure	117
5 Process design 1 – Positioning	161
6 Process design 2 – Analysis	191
7 Supply chain management	237
8 Capacity management	273
9 Inventory management	309
10 Resource planning and control	343
11 Lean synchronisation	385
12 Improvement	419
13 Quality management	459
14 Risk and resilience	499
15 Project management	531
Index	567



Contents

Guide to case studies	xiii
Preface	xv
About the authors	xix
Acknowledgements	xxi
Publisher's acknowledgements	xxii
1 Operations and processes	1
Executive summary	2
Does the organisation understand the potential of operations and process management?	4
Does the business take a process perspective?	9
Does operations and process management have a strategic impact?	20
Are processes managed to reflect their operating circumstances?	24
Are operations and process decision-making appropriate?	27
Critical commentary	30
Summary checklist	31
Case study: <i>Design house partnerships at concept design services</i>	32
Applying the principles	35
Notes on chapter	36
Taking it further	37
2 Operations and strategic impact	39
Executive summary	40
Does operations have a strategy?	43
Does operations strategy reflect business strategy (top-down)?	50
Does operations strategy align with market requirements (outside-in)?	54
Does operations strategy learn from operational experience (bottom-up)?	59
Does operations strategy develop the capability of its resources and processes (inside-out)?	60
Are the four perspectives of operations strategy reconciled?	64
Does operations strategy set an improvement path?	68
Critical commentary	72
Summary checklist	73

Case study: <i>McDonald's: half a century of growth</i>	74
Applying the principles	78
Notes on chapter	79
Taking it further	80
3 Product and service innovation	81
Executive summary	82
What is the strategic role of product and service innovation?	84
Are the product and service innovation process objectives specified?	90
Is the product and service innovation process defined?	93
Are the resources for developing product and service innovation adequate?	100
Is the development of products and services and of the process that created them simultaneous?	103
Critical commentary	108
Summary checklist	109
Case study: <i>Developing 'Savory Rosti-crisps' at Dreddo Dan's</i>	110
Applying the principles	113
Notes on chapter	114
Taking it further	115
4 Operations scope and structure	117
Executive summary	118
Does the operation understand its place in its supply network?	120
How vertically integrated should the operation's network be?	125
How do operations decide what to do in-house and what to outsource?	128
What configuration should a supply network have?	131
How much capacity should operations plan to have?	134
Where should operations be located?	139
Critical commentary	143
Summary checklist	144
Case study: <i>Aarens Electronic</i>	145
Applying the principles	147
Notes on chapter	148
Taking it further	149
Supplement: Forecasting	150
5 Process design 1 – Positioning	161
Executive summary	162
Does the operation understand the importance of how it positions its process resources?	164
Do processes match volume–variety requirements?	167
Are process layouts appropriate?	173
Are process technologies appropriate?	178

Are job designs appropriate?	180
Critical commentary	184
Summary checklist	185
Case study: <i>McPherson Charles Solicitors</i>	186
Applying the principles	188
Notes on chapter	190
Taking it further	190
6 Process design 2 – Analysis	191
Executive summary	192
Is the importance of detailed process design understood?	194
Are process performance objectives clear?	197
How are processes currently designed?	200
Are process tasks and capacity configured appropriately?	205
Is process variability recognised?	215
Critical commentary	220
Summary checklist	221
Case study: <i>The Action Response Applications Processing Unit (ARAPU)</i>	222
Applying the principles	224
Notes on chapter	226
Taking it further	227
Supplement: Queuing analysis	228
7 Supply chain management	237
Executive summary	238
Is the importance of supply chain management understood?	240
Are supply chain objectives clear?	245
How should supply chain relationships be managed?	249
How is the supply side managed?	252
How is the demand side managed?	256
Are supply chain dynamics under control?	260
Critical commentary	263
Summary checklist	265
Case study: <i>Supplying fast fashion</i>	266
Applying the principles	268
Notes on chapter	270
Taking it further	271
8 Capacity management	273
Executive summary	274
Is capacity management integrated across levels?	277
What is the operation's current capacity?	281

How well are demand–capacity mismatches understood?	284
What should be the operation’s base capacity?	287
How can demand–capacity mismatches be managed?	289
How should capacity be controlled?	297
Critical commentary	299
Summary checklist	300
Case study: <i>Blackberry Hill Farm</i>	301
Applying the principles	306
Notes on chapter	308
Taking it further	308
9 Inventory management	309
Executive summary	310
Is the role of inventory understood?	312
Why should there be any inventory?	316
Is the right quantity being ordered?	321
Are inventory orders being placed at the right time?	329
Is inventory being controlled effectively?	332
Critical commentary	336
Summary checklist	338
Case study: <i>supplies4medics.com</i>	339
Applying the principles	341
Notes on chapter	342
Taking it further	342
10 Resource planning and control	343
Executive summary	344
Do resource planning and control have all the right elements?	345
Are resource planning and control information integrated?	352
Are core planning and control activities effective?	356
Critical commentary	368
Summary checklist	369
Case study: <i>subText Studios Singapore</i>	370
Applying the principles	373
Notes on chapter	376
Taking it further	376
Supplement: Materials requirements planning (MRP)	377
11 Lean synchronisation	385
Executive summary	386
What are the benefits of lean synchronisation?	388

What are the barriers to 'lean synchronisation'?	393
Is flow streamlined?	398
Does supply exactly match demand?	402
Are processes flexible?	403
Is variability minimised?	404
Is lean synchronisation applied throughout the supply network?	407
Critical commentary	410
Summary checklist	413
Case study: <i>Saint Bridget's Hospital</i>	414
Applying the principles	416
Notes on chapter	418
Taking it further	418
12 Improvement	419
Executive summary	420
Why is improvement so important?	422
What is the gap between current and required performance?	426
What is the most appropriate improvement path?	437
What techniques should be used to facilitate improvement?	443
How can improvement be made to stick?	447
Critical commentary	451
Summary checklist	452
Case study: <i>Ferndale Sands Conference Centre</i>	453
Applying the principles	456
Notes on chapter	458
Taking it further	458
13 Quality management	459
Executive summary	460
Is the importance of quality management universally understood and applied?	462
Is quality adequately defined?	468
Is quality adequately measured?	471
Is quality adequately controlled?	474
Does quality management always lead to improvement?	478
Critical commentary	481
Summary checklist	482
Case study: <i>Turnround at the Preston Plant</i>	483
Applying the principles	485
Notes on chapter	487
Taking it further	487
Supplement: Statistical process control (SPC)	488

14 Risk and resilience	499
Executive summary	500
Is there an integrated approach to operations risk and resilience?	502
Have potential failure points been assessed?	507
Have failure prevention measures been implemented?	514
Have failure mitigation measures been implemented?	518
Have failure recovery measures been implemented?	522
Critical commentary	525
Summary checklist	526
Case study: <i>Slagelse Industrial Services</i>	527
Applying the principles	528
Notes on chapter	530
Taking it further	530
15 Project management	531
Executive summary	532
Is the applicability of project management understood?	534
Is the nature of the project and its stakeholders understood?	537
Is the project well defined?	543
Is project management adequate?	544
Has the project been adequately planned?	547
Is the project adequately controlled?	554
Critical commentary	557
Summary checklist	558
Case study: <i>United Photonics Malaysia Sdn Bhd</i>	559
Applying the principles	562
Notes on chapter	564
Taking it further	565
Index	567

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For lecturers

- Instructor's Manual, including teaching notes for each chapter, model answers to all questions in the book and guided solutions for all case studies.
- PowerPoint slides

For students

- The student companion website provides model answers to the first two 'Applying the Principles' in each chapter.
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