

# Service Operations Management Johnston Clark

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#### **Service operations management: return to roots**

IJOPM 19,2 104 Service operations management: return to roots Robert Johnston Warwick Business School, University of Warwick, Coventry, UK  
Keywords Management theory, Operations management, Service operations Abstract Over the last 20 years we have witnessed the emergence of a large-scale, world-wide academic movement concerned with the management of services

#### **SERVICE OPERATIONS MANAGEMENT**

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Fourth Edition SERVICMANAGEMENE OPERATIONS Improving Service Delivery Robert Johnston Graham Clark and Michael Shulver PEARSON 14  
What is service operations management? 12 15 Why is service operations management important? 15 16 Summary 17 17 Discussion questions 18

#### **Service Operations Management (ELMSM414)**

management which are specific to services, to be applied in a traditional service company or in a service department of any company Reference  
Textbook: JA Fitzimmons and MJ Fitzsimmons, Service Management, Fifth Edition, McGraw Hill, New York 2006 Johnston R and Clark, G Service  
Operations Management: Improving Service Quality, 2nd Ed,

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Service operations management is the term that is used to cover the activities, decisions and responsibilities of operations managers in service organisations (Johnston and Clark, 2008) Some of the main implications of the differences between manufacturing and services for operations management are now discussed Because a service

**Service delivery systems: a business process perspective F ...**

operations managers are usually concerned with managing the process of service delivery (Johnston & Clark, 2001) The service concept refers to the outcome that is received by the customer (Lovelock & Wirtz, 2004) and is made up of a “portfolio of core and supporting elements” (Roth

**Customer role in public service operations**

Public service operations Service operations can be described as “the configuration of resources and processes that create and deliver service to the customer” (Johnston and Clark, 2008 p 4) There are many different types of services, which make it difficult to ...

**The service concept: the missing link in service design ...**

Journal of Operations Management 20 (2002) 121-134 The service concept: the missing link in service design research? Susan Meyer Goldsteina,\*, Robert Johnstonb, JoAnn Duffyc, Jay Raod a Department of Operations and Management Science, University of Minnesota, 321 19th Avenue S, Minneapolis, MN 55455, USA b Warwick Business School, University of Warwick, Coventry CV4 7AL, UK

**An Operations Management View of the Services and Goods ...**

An Operations Management View of the Services and Goods Offering Mix Henrique Luiz Corrêa way to improve operations management by moving away from the extremes of pure services and (Johnston and Clark 2001) In many situations, the first mover towards ...

**The determinants of service service quality quality ...**

investigation drew only on management perceptions of service Unlike Parasuraman et al (1988), Johnston et al (1990) did not use customer data in order to identify the determinants of service quality Johnston and Silvestro (1990) went on to add the customer’s perspective to ...

**Running head: OPERATIONS SERVICE MANAGEMENT 1 ...**

OPERATIONS SERVICE MANAGEMENT 2 Introduction Operations management is the process by which the managers in an organization ensure that all the services delivered by the organization are efficient using as little resources as possible The essay uses the electronic business as the example in this case Service people

**SERVICE RECOVERY MANAGEMENT: CLOSING THE GAP ...**

Management literature focuses on employees and how to prepare them to recover from service failures (Bowen & Johnston, 1999), which we term an employee recovery perspective Operations literature centers more on the processes and how to learn from failures to prevent them in the future (Johnston & Clark, 2005; Stauss, 1993), which we refer to

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Production Planning and Control

**Setting research agendas for productivity management in ...**

Setting research agendas for productivity management in services Farhard Shafiq, PhD1 Perhaps the earliest research works on service Operations Management are those of Johnson et al (1972) and Buffa (1976) The very fact that the discipline of Operations Management in and based on Johnston and Clark's (2001) model of customer and

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**Three outcomes of service of service recovery**

Service operations are usually complex, human-based systems involving the (Johnston and Clark, 2005) General management OM Three outcomes of service recovery 81