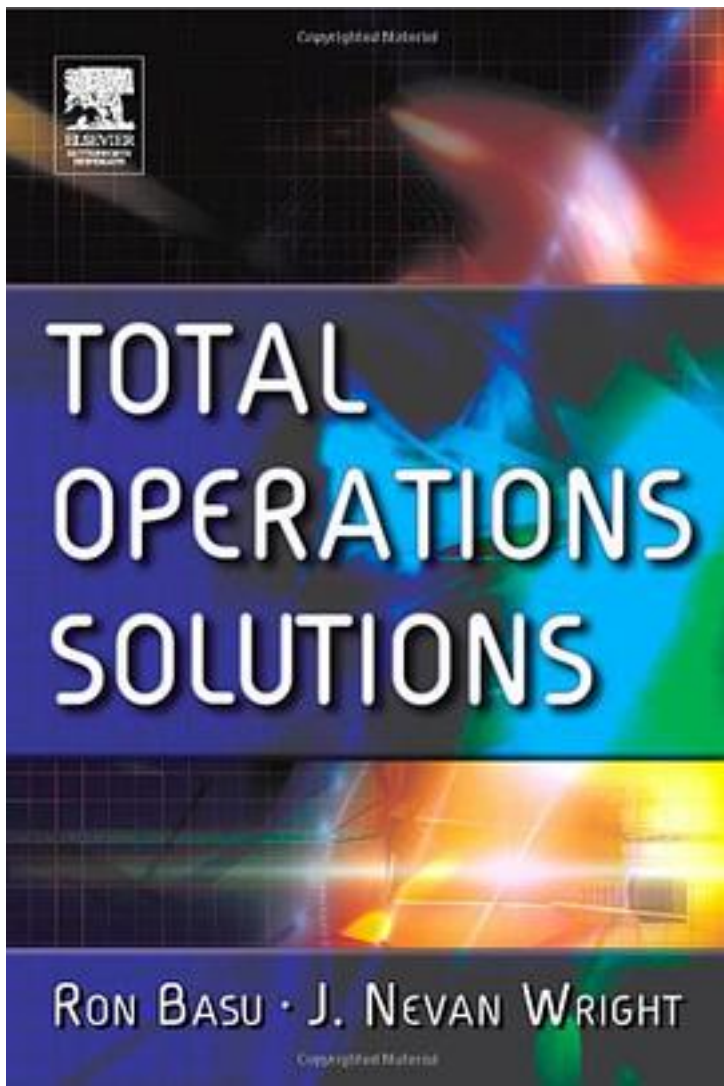


# Total Operations Solutions



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"Total Operations Solutions" builds on concepts that were introduced in "Total Manufacturing Solutions", Basu and Wright (1997). It demonstrates how this holistic approach of operational excellence driven by a self-assessment methodology can be applied equally to manufacturing, service or public sectors. The text covers an implementation programme to demonstrate how to put the methodology into practice. A differentiating feature of the approach will be a critical update, impact analysis and comparison with new developments such as e-Business, outsourcing, Six Sigma, EFQM and ISO 9000:2000. It is a step-by-step guide for the application of the appropriate tools to the improvement process. "Total Operations Solutions" could be used as an essential handbook for all employees in a Six Sigma programme and provide a better understanding of basic tools and techniques to help them to support a quality improvement initiative and sustain a strong competitive position. This title presents a holistic approach to Operations Management - breaking down organisational barriers and encouraging cross-fertilisation of concepts. The book focuses on value chain management and addresses new and current issues. It also presents a comprehensive insight into tools and techniques of continuous improvement.

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