



OPERATIONS MANAGEMENT

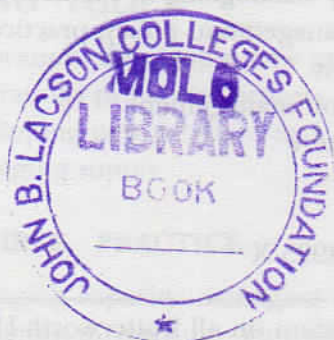
POLICY, PRACTICE AND PERFORMANCE IMPROVEMENT

**Steve Brown • Kate Blackmon
Paul Cousins • Harvey Maylor**

OPERATIONS MANAGEMENT

Policy, practice and performance
improvement

**Steve Brown, Kate Blackmon, Paul Cousins and
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