



Public Service Operations Management: The after Shock Edition

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Message from the Guest Editors

Dear Colleagues,

In 2015 we published our book *“Public Service Operations Management A Research Handbook”*, which uniquely explored the application of operations management (OM) principles, tools, and techniques within public services. In this book, we showcased how public services globally (which range from the large to the small, from inter-organisational networks to simple groups, from institutional and bureaucratic to individual, from profit to non-profit, from robust centralised governance to philanthropy) are increasingly moving from administration to explore better ways of understanding models of management. The book also provided evidence of how practitioners in the public services domain are concerned with systems, flows, and interfaces in single and multiple organisations. Inter-organisational networks, supply chains, logistics, partnerships, alliances, and joint ventures—all of these areas are equally pertinent to public services operations management, and provide an opportunity for the OM community to have a significant impact...

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