**PROFESSOR NIGEL SLACK**

Nigel Slack is Emeritus Professor of Operations Management and Strategy at Warwick Business School and until recently was the Head of its Operations Management Group.

Previously he was the Royal Academy of Engineering Professor of Service and Support Management at Cambridge University, Professor of Operations Strategy at Brunel University in London, and a lecturer in Management Studies at Oxford University.

He worked initially as an industrial apprentice in the hand-tool industry and then as a Production Engineer, Production manager, Distribution manager, and as an Operations Director in the Engineering and consumer durable industries. He holds a Bachelors degree in Engineering and Masters and Doctors degrees in Management. He is also a Chartered Engineer.

He is a consultant, researcher and teacher with wide experience in many sectors, including Financial services, Oil and Gas, Utilities, Retail, Professional services, general services, Aerospace, FMCG, and Engineering manufacturing. Among many other large businesses, he has worked with HSBC, UBS, Morgan Stanley, Standard Bank, Nomura, Nestlé, MAN, Linde, Holcim, BMW, Shell, BP, Alfa Laval, QBE, Zurich Group, YKK and Barclays. His work on Operations Management and Strategy has taken him to Europe, the USA, Australasia, South Africa, Asia and Latin America.

He is the author and co-author of many publications in the Operations Management area, including **The Manufacturing Advantage**; **Making Management Decisions**; **Service Superiority** and **Cases in Operations Management**. His best-known publication is the market leading text, **Operations Management** (with Alistair Brandon-Jones and Robert Johnston) now in its seventh edition, 2013, published by Financial Times-Prentice Hall, a book which has been translated into several languages. He is also the joint editor of the **Blackwell Encyclopedic Dictionary of Operations Management**, and the **Blackwell Encyclopedia of Management** and joint editor of the four volume edited series, **Operations Management: Critical perspectives**. His book, **Operations Strategy**, is now in its third edition and is also published by Financial Times-Prentice Hall in Europe and Prentice Hall in the USA, and the book **Operations and Process Management: Principles and Practice for Strategic Impact** (2010) is in its third edition. His latest works include **Essentials of Operations Management**, again published by Financial Times-Prentice Hall, and **The New CFO**, published by Kogan Page.