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9TH ANZAM OPERATIONS, SUPPLY CHAIN AND SERVICES MANAGEMENT SYMPOSIUM 2011

THE ROLE OF OPERATIONS MANAGEMENT IN DELIVERING BUSINESS PERFORMANCE Geelong, Deakin University, 15–17 June 2011 – www.deakin.edu.au/buslaw/gsb/anzam

Most industries are recognising the substantial savings and enhanced competitiveness from their ability to coordinate and improve operations. Organisations today face various challenges because the successful provision of many goods and services requires the effective integration of activities within businesses, across supply chains and the increasing geographical separation with global trade. It is not uncommon to find organisations seeking cooperative arrangements and integration efforts as a result of fast changing technology, competitive environments, widening of sourcing capabilities and corporate strategies.

World-class operations management requires businesses to adopt a lean, agile and responsive manner, with a focus on innovating continuously. The combination of a strong market presence, compelling product offerings and the ability to attract, retain and harness the energy of the best and brightest employees, will enable companies to sustain profit margins, sales growth and market valuations. The innovative efforts in improving products, services, organisational and supply chain operations often cannot be achieved in isolation. Various authors support initiatives such as customer integration, internal integration, materials/ service supplier integration, technology and planning integration, measurement integration and

relationship integration as innovative competencies in today's environment.

The focus of the symposium is on the issues associated with managing operations, supply chains and services in the context of integration and innovation. Relevant topic areas include: Operations management, Supply chain management, Service strategy development, Logistics, E-business operations, Productivity and process improvement, Project management, Value chain management, Quality management (e.g. six sigma, TQM, ISO 9000, service quality), Technology management, Innovation management, New product development, Production and manufacturing management, Operations management, Humanitarian logistics

Proceedings: Lyn Vinton, Department of Management, Monash University, Caulfield, Victoria Email: Lyn.Vinton@Buseco.monash.edu.au

Hosted by Griffith Business School Tourism, Sport and Service Innovation Research Centre; jointly organised by Griffith Business School and the Melbourne Operations Management Society (a consortium of Melbourne, Monash, Deakin, Victoria, RMIT, La Trobe and Swinburne Universities).

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ANZAM is the peak professional body for management educators, researchers and practitioners in Australia and New Zealand, with about 1000 individual members and 50 institutional members (representing most Australian and New Zealand universities) as well as members from other countries.

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ANZAM is a multi-disciplinary academy with the aim of advancing scholarship and practice in management education and research. Its members represent the full range of management interests including: organisational behaviour, small business, marketing, entrepreneurship, human resource management, strategic

management, organisational theory, management information systems, business ethics, industrial relations, leadership, E-commerce, international management, operations management, quality management, critical management, public sector management, sustainability, research methods, gender issues in management, management in the non-profit sector, technology and innovation management. Members are also drawn from the fields of economics, finance and accounting.

ANZAM's Intent

1. To further the development of management education and associated disciplines in Australia, New Zealand and globally;
2. To encourage scholarship, research and management practice;
3. To share and disseminate management knowledge and practice through a variety of mechanisms; and
4. To promote greater collaboration between the Academy's Members and its various stakeholders and alliance partners.

Information about becoming a Professional Member, an Associate Member or an Institutional Member of ANZAM is available at: www.anzam.org

JOURNAL OF MANAGEMENT & ORGANIZATION

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Are there gender-related influences on corporate sustainability? A study of women on boards of directors – *Jeremy Galbreath*

Multilevel absorptive capacity and interorganizational new product development: A process study – *Lance Newey and Martie-Louise Verreynne*

The mental models of HR professionals as strategic partners – *Chester S Labeledz and Jegoo Lee*

From the shadows into the light: Let's get real about outsourcing
– *James D Hunter and Allastair N Hall*

More similar than different: A study of cooperative product innovation with multiple external stakeholders – *Tania von der Heidt and Don Scott*

Psychic distance revisited: A proposed conceptual framework and research agenda
– *Max Smith, Peter J Dowling and Elizabeth L Rose*

CALL FOR PAPERS – EXTENDED DEADLINE

Healthcare Management: Progress, Problems and Solutions

DEADLINE FOR PAPERS: 5TH DECEMBER 2011

A special issue of *Journal of Management & Organization* – Volume 18 Issue 5

ISBN 978-1-921348-98-3 – September 2012

Guest Editors: **Yvonne Brunetto** (SCU), **Kate Shacklock** (GU), **Rod Farr-Wharton** (USC) and **Cary L. Cooper** (Lancaster University)

The *Journal of Management & Organization* (JMO) is currently seeking academic papers for this Special Issue. Submitted papers should provide a greater understanding of the complexity of healthcare management in either the public or private sectors, with particular emphasis on capturing the HRM issues emerging for healthcare managers in the 21st Century.

Healthcare managers face many challenges in delivering quality healthcare. Numerous OECD countries face a challenge in retaining skilled healthcare professionals - particularly doctors and nurses. In the case of Australia, the nurse shortage is equivalent to 3% of the practicing registered nurses, which is approximately 10,000 nurses, just to meet present demand. The situation is similar for medical practitioners. This predicament is exacerbated by the aging population and the high percentage of older healthcare professionals working in the system. Past research has identified that healthcare professionals reporting dissatisfaction with management policies and practices have a 65% higher probability of leaving than those reporting satisfaction.

The special issue invites research contributions addressing the factors affecting the retention of professional healthcare workers and the efficiency and effectiveness of the healthcare system. Included below are examples of possible topic areas:

- The challenges associated with managing different age cohorts of healthcare workers
- The challenges associated with attracting, recruiting and/or retaining healthcare workers
- SHRM issues in healthcare management practice
- The link between healthcare workers' level of job satisfaction and clients' level satisfaction
- The quality of management practices in healthcare

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eContent Management Pty Ltd, PO Box 1027, Maleny QLD 4552, Australia
Tel.: +61-7-5435-2900; Fax. +61-7-5435-2911; subscriptions@e-contentmanagement.com
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