



Business Operations Models: Becoming a Disruptive Competitor

Alan Braithwaite, Martin Christopher

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Most successful companies have operations management at their heart. It should enable strategy and should be part of boardroom discussions. However, Cranfield research has shown that business strategy barely recognises the world of operations management.

Recognising that operations management needs to be more strategic, Business Operations Models is a revolutionary new title that looks at the interrelationship of operations management and strategy.

In Business Operations Models, Martin Christopher and Alan Braithwaite identify the characteristics of market-leading businesses that have transformed their markets and delivered super performance for their stakeholders. It points to the theory gap between strategic thinking and operations and how many high-performing businesses arrive at their new operating models as much by chance as judgement. Unpacking those observations leads to some clearly defined features of winning competitors, including eliminating waste, leveraging technology, and utilising transformative business models. Business Operations Models offers a framework for achieving super performance and understanding when and how a company may be able to leverage its capabilities to outperform.

The book provides detailed international case studies that illustrate how the principles work in practice, including Apple, Dell, Amazon, John Lewis, Southwest airlines, Aldi, Toyota and many others.

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