

Operations Management Pearson 7th Edition

Creating value through Operations Management. Operations Management provides readers with a comprehensive framework for addressing operational process and supply chain issues. This text uses a systemized approach while focusing on issues of current interest. NOTE: This is the standalone book, if you want the book/access card order the ISBN below: 0132960559 / 9780132960557 Operations Management: Processes and Supply Chains Plus NEW MyOMLab with Pearson eText -- Access Card Package Package consists of 0132807394 / 9780132807395 Operations Management: Processes and Supply Chains 0132940477 / 9780132940474 NEW MyOMLab with Pearson eText -- Access Card -- for Operations Management: Processes and Supply Chains

Supply Chain Management, 7e introduces high-level strategy and concepts while giving students the practical tools necessary to solve supply chain problems. Using a strategic framework, students are guided through all the key drivers of supply chain perf

Research Methods For Business, 8th Edition explains the principles and practices of using a systematic, organized method for solving problematic issues in business organizations. Designed to help students view research from the perspective of management, this popular textbook guides students through the entire business research process. Organized into six main themes—Introduction, Defining the Management and the Research Problem, Theory, Collecting Information, Drawing Conclusions, and Writing and Presenting the Research Report—the text enables students to develop the skills and knowledge required to successfully create, conduct, and analyze a research project. Now in its eighth edition, this popular textbook has been thoroughly updated to incorporate substantial new and expanded content, and reflect current research methods and practices. The text uses a unique blended learning approach, allowing instructors the flexibility to custom-tailor their courses to fit their specific needs. This innovative approach combines the face-to-face classroom methods of the instructor with internet-based activities that enable students to study what they want, when they want, at their own pace.

Since the first edition of Security and Loss Prevention was published in 1983, much has changed in security and loss prevention considerations. In the past five years alone, security awareness and the need for added business continuity and preparedness considerations has been uniquely highlighted given events such as Katrina, 9/11, the formation of the Department of Homeland Security, and the increase in world terrorist events. This edition of Security and Loss Prevention is fully updated and encompasses the breadth and depth of considerations involved in implementing general loss prevention concepts and security programs within an organization. The book provides proven strategies to prevent and reduce incidents of loss due to legal issues, theft and other crimes, fire, accidental or intentional harm from employees, as well as the many ramifications of corporate mismanagement. The new edition contains a brand new terrorism chapter, along with coverage on background investigations, protection of sensitive information, internal threats, and considerations at select facilities (nuclear, DoD, government and federal). Author Philip Purpura once again demonstrates why students and professionals alike rely on this best-selling text as a timely, reliable resource. - Covers the latest professional security issues surrounding Homeland Security and risks presented by threats of terrorism - Recommended reading for ASIS International's prestigious CPP Certification - Cases provide real-world applications

The central focus of this book is how organizations deliver service and the operational decisions that managers face in managing resources and delivering service to their customers.

Operation Strategy Second Edition Nigel Slack and Michael Lewis Ideal for Advanced Undergraduate and Postgraduate students, this book builds on concepts from Strategic Management, Operations Management, Marketing and HRM to give students a comprehensive understanding of Operations Strategy. Features Comprehensive and accessible with authoritative authorship and an excellent blend of theory and practice A European context Engaging case studies Teaching resources including an Instructor's Manual with extensive case notes and PowerPoint slides at www.pearsoned.co.uk/slack. What's New? This new edition has been focused to concentrate on the most significant topics in the subject, with 10 chapters replacing the previous 15. New material has been added and coverage of some older topics has been revised (see new table of contents). End-of-chapter case exercises have been replaced by a major end-of-book section of 'Harvard-type' cases. New to the Instructor's resources online: additional cases and a set of questions and answers for class use / exam use. New coverage of hot topics, such as the implications of ERP and Six Sigma on ops strategy, agility and it's inter-relationship with lean, supply management issues, operations strategy for competitive advantage and SCM, and implementation.

Featuring an ideal balance of managerial issues and quantitative techniques, this introduction to operations management keeps pace with current innovations and issues in the field. It presents the concepts clearly and logically, showing readers how OM relates to real business. The new edition also integrates the experiences of a real company throughout each chapter to clearly illustrate the concepts. Readers will find brief discussions on how the company manages areas such as inventory and forecasting to provide a real-world perspective.

ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. Packages Access codes for Pearson's MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental books If you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codes Access codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase. --

"Today, companies are competing in a very different environment than they were only a few years ago. Rapid changes such as a globally interconnected environment, the Internet, big data analytics, advances in technology, and sustainability imperatives have required businesses to adapt their standard practices. Operations management (OM) is the critical function through which companies can succeed in this competitive landscape. Operations management concepts are not confined to one department. Rather, they are far-reaching, affecting every functional

aspect of the organization. Whether studying accounting, finance, human resources, information technology, management, marketing, or purchasing, students need to understand the critical impact operations management has on any business"--

This introductory textbook describes the basics of supply chain management, manufacturing planning and control systems, purchasing, and physical distribution. The fourth edition makes additions in kanban, supply chain concepts, system selection, theory of constraints and drum-buffer-rope, and need f

Operations Management 7th edition eBook PDF Pearson Higher Ed

For undergraduate Operations Management courses. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems. Operations Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of problems on the market. The problems found in this text also contain ample support--found in the book's solved-problems, worked examples, and myomlab, Pearson's new online homework and tutorial system--to help students complete and understand assignments even when they're not in class. Note: This is the standalone book, if you want the book/access card order the ISBN below: 0133130762 / 9780133130768

Operations Management Plus NEW MyOmLab with Pearson eText -- Access Card Package Package consists of: 013292062X / 9780132920629 NEW MyOMLab with Pearson eText -- Access Card -- for Operations Management 0132921146 / 9780132921145 Operations Management

For the introductory Operations Management course, at both the undergraduate and graduate level. The seventh edition of the K/R text is a complete redesign. While the seventh edition maintains its perspective on the big picture and the strategic importance of operations, it shifts its overall approach to a process orientation both service and manufacturing. The new edition also comes with new software and many new interactive features on the CD-ROM and companion website.

Operations Management in the Supply Chain: Decisions and Cases is an ideal book for the instructor seeking a short text with cases. This book employs a cross-functional perspective that emphasizes strategy and critical thinking, appealing to non-majors and practical for use in an MBA level or undergraduate course in operations management. The size and focus of the book also make the text attractive for the cross-functional curriculum where students are required to purchase more than one text. The sixteen cases offer variety in length and rigor; and several are from Ivey, Stanford, and Darden. This mix makes the book appropriate for both undergraduates and MBA students.

Written by best-selling authors in their field, the Fourth Edition of Operations and Process Management inspires a critical and applied mastery of the core principles and process which are fundamental to successfully managing business operations. Approaching the subject from a managerial perspective, this brand new text provides clear and concise coverage of the nature, principles, and practice of operations and process management.

WHATS IN IT FOR ME? Information technology lives all around us--in how we communicate, how we do business, how we shop, and how we learn. Smart phones, iPods, PDAs, and wireless devices dominate our lives, and yet it's all too easy for students to take information technology for granted. Rainer and Turban's Introduction to Information Systems, 2nd edition helps make Information Technology come alive in the classroom. This text takes students where IT lives--in today's businesses and in our daily lives while helping students understand how valuable information technology is to their future careers. The new edition provides concise and accessible coverage of core IT topics while connecting these topics to Accounting, Finance, Marketing, Management, Human resources, and Operations, so students can discover how critical IT is to each functional area and every business. Also available with this edition is WileyPLUS - a powerful online tool that provides instructors and students with an integrated suite of teaching and learning resources in one easy-to-use website. The WileyPLUS course for Introduction to Information Systems, 2nd edition includes animated tutorials in Microsoft Office 2007, with iPod content and podcasts of chapter summaries provided by author Kelly Rainer.

For courses in Operations Management. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems Principles of Operations Management: Sustainability and Supply Chain Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of issues on the market. Problems found in the Tenth Edition contain ample support--found in the book's solved-problems and worked examples--to help readers better understand concepts important to today's operations management professionals. For a more comprehensive version with the business analytic modules at the end of the text, see Heizer/Render's Operations Management: Sustainability and Supply Chain Management Plus MyOMLab with Pearson eText -- Access Card Package, 12/e (0134422406 / 9780134422404). Also Available with MyOMLab™ This title is available with MyOMLab--an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. NOTE: You are purchasing a standalone product; MyOMLab does not come packaged with this content. If you would like to purchase both the physical text and MyOMLab search for: 0134422414 / 9780134422411 Principles of Operations Management: Sustainability and Supply Chain Management Plus MyOMLab with Pearson eText -- Access Card Package, 10/e Package consists of: 0134181980 / 9780134181981 Principles of Operations Management: Sustainability and Supply Chain Management 0134184114 / 9780134184111 MyOMLab with Pearson eText -- Access Card -- for Principles of Operations Management: Sustainability and Supply Chain Management

The number one guide to corporate valuation is back and better than ever Thoroughly revised and expanded to reflect business conditions in today's volatile global economy, Valuation, Fifth Edition continues the tradition of its bestselling predecessors by providing up-to-date insights and practical advice on how to create, manage, and measure the value of an organization. Along with all new case studies that illustrate how valuation techniques and principles are applied in real-world situations, this comprehensive guide has been updated to reflect new developments in corporate finance, changes in accounting rules, and an enhanced global perspective. Valuation, Fifth Edition is filled with expert guidance that managers at all levels, investors, and students can use to enhance their understanding of this important discipline. Contains strategies for multi-business valuation and valuation for corporate restructuring, mergers, and acquisitions Addresses how you can interpret the results of a valuation in light of a company's competitive situation Also available: a book plus CD-ROM package (978-0-470-42469-8) as well as a stand-alone CD-ROM (978-0-470-42457-7) containing an interactive valuation DCF model Valuation, Fifth Edition stands alone in this field with its reputation of quality and consistency. If you want to

hone your valuation skills today and improve them for years to come, look no further than this book.

Floriculture - a dynamic industry. Greenhouse construction. Greenhouse heating. Greenhouse cooling. Root media. Root-media pasteurization. Watering. Fertilization. Alternative cropping systems. Carbon dioxide fertilization. Light and temperature. Chemical growth regulation. Insect control. Disease control. Postproduction handling. Marketing. Business management. Management: An Introduction provides a comprehensive account of the themes and functions of management. Aimed at the first-time student of the subject, this is an accessible and academically rigorous text which brings the topic to life with a wide range of appealing and readily identifiable examples.

Prepare future hotel general managers to efficiently supervise and run a midsize full-service hotel. Hotel Operations Management provides an up-to-date and comprehensive examination of all aspects of hotel administration from the viewpoint of the hotel general manager. Detailed information addresses the operating departments of a full-service hotel: Human Resources; Controller; The Front Office; Housekeeping; Food and Beverage; Safety and Property Security; Sales and Marketing; Accounting; and Facility Engineering and Maintenance. In-depth discussions highlight the importance of human resources in the labor-intensive hotel industry, franchising and contract management of properties in an ever-decreasing "Mom and Pop" segment, and hotel management in a global environment. Updated throughout to ensure that readers have the latest information, the Third Edition also includes new case studies, an entirely new chapter on guest services, and new end-of-chapter questions. This accurate book will give prospective hotel managers insight into all of the procedures effective managers use to ensure their hotel's--and their own--success.

Based on the author's life-long practical experiences both in the industry and in research, this best-selling, state-of-the-art guide to the operation of commercial flower and vegetable greenhouses presents coverage in the order in which decision-making concerns occur. Exceptionally comprehensive—yet accessible—it provides detailed, step-by-step instructions in layman's terms for ALL aspects of the business—from the physical facilities, to the day-to-day operations, to business management and marketing. Specific chapter topics cover greenhouse construction, heating, and cooling; environmental control systems; root substrate; root substrate pasteurization; watering; fertilization; alternative cropping system; carbon dioxide fertilization; light and temperature; chemical growth regulation; insect control; disease control; postproduction quality; marketing; and business management. For individuals entering the greenhouse business.

Strategic Management is a core strategy textbook, covering all the major topics particularly from a global perspective. It delivers comprehensive coverage of the subject in an easy-to-read style with extensive examples and a range of free support material that will help you learn actively and effectively. This eighth edition of Strategic Management builds on proven strengths ... · over 70 short case studies to provide easily accessible illustrations of strategy in practice and additional cases available online to provide more in-depth examples of recent strategic decisions involving Sony, Apple and industry sectors · a continuous contrast between prescriptive and emergent views of strategy to highlight the key debates within the discipline · emphasis on practice throughout with features to help you turn theory into practice · major international strategy cases from Europe, Africa, China, India, Middle East and the Americas · clear exploration of the key concepts · comprehensive, logical structure to guide you through this complex subject · Specialist chapters on public/third sector strategy, green strategy and sustainability, entrepreneurial strategy and international and global strategy New for the eighth edition: - Dynamic capabilities and resource renewal explored in a revised and updated chapter - Emergent strategy completely revised in two new chapters, one focusing on innovation, and technology and the other exploring knowledge and learning - New material on innovation and strategy in uncertain environments - Case studies from large and small organisations from Google, Spotify and Cadbury to Snapchat, Uber and green energy companies with 14 new cases and many cases updated This new edition also includes a wealth of free, online, open-access learning resources. Use these materials to enhance and test your knowledge to improve your grades. Online resources include web based cases with indicative answers, chapter based support material, long cases and multiple-choice questions. Richard Lynch is Emeritus Professor of Strategic Management at Middlesex University, London. He is an active researcher, lecturer and consultant, particularly in the area of global strategy and sustainable strategy.

Were you looking for the book with access to MyOMLab? This product is the book alone, and does NOT come with access to MyOMLab. Buy "Operations Management with MyOMLab access card 7e" (ISBN 9780273776291) if you need access to the MyLab as well, and save money on this brilliant resource. Operations management is important, exciting, challenging ... and everywhere you look! - Important, because it enables organisations to provide services and products that we all need - Exciting, because it is central to constant changes in customer preference, networks of supply and demand, and developments in technology - Challenging, because solutions must be must be financially sound, resource- efficient, as well as environmentally and socially responsible - And everywhere, because in our daily lives, whether at work or at home, we all experience and manage processes and operations. 'Operations Management' focuses on the sustainable and socially responsible imperatives of operations management, using over 120 cases and illustrations of real-life operations around the world, including Apple, Medecins Sans Frontieres, Amazon, Ecover, Dyson, Disneyland Paris, Google, The North Face, and many more. Need extra support? This product is the book alone, and does NOT come with access to MyOMLab. This title can be supported by MyOMLab, an online homework and tutorial system which can be used by students for self-directed study or fully integrated into an instructor's course. You can benefit from MyOMLab at a reduced price by purchasing a pack containing a copy of the book and an access card for MyOMLab: "Operations Management with MyOMLab access card 6e" (ISBN 9780273776291). Alternatively, buy access to MyOMLab and the eText - an online version of the book - online at www.myomlab.com. For educator access, contact your Pearson Account Manager. To find out who your account manager is, visit www.pearsoned.co.uk/relocator

For MBA, engineering master, or senior-level undergraduate courses in supply chain management. A strategic framework for understanding supply chain management Supply Chain Management introduces high-level strategy and concepts while giving readers the practical tools necessary to solve supply chain problems. Using a strategic framework, readers are guided through all of the key drivers of supply chain performance, including facilities, inventory, transportation, information, sourcing, and pricing. The 7th Edition weaves in compelling case study examples to illustrate how good supply chain management offers a competitive advantage and how poor supply chain management can damage an organization's performance. With this text, readers gain a deeper understanding of supply chains and a firm grasp on the practical managerial levers that can improve supply chain performance.

Were you looking for the book with access to MyOMLab? This product is the book alone, and does NOT come with access to MyOMLab. Buy Operations Management with MyOMLab access card 7e (ISBN 9780273776291) if you need access to the MyLab as well, and save money on this brilliant resource. Operations management is important, exciting, challenging ... and everywhere you look! • Important, because it enables organisations to provide services and products that we all need • Exciting, because it is central to constant changes in customer preference, networks of supply and demand, and developments in technology • Challenging, because solutions must be must be financially sound, resource- efficient, as well as environmentally and socially responsible • And everywhere, because in our daily lives, whether at work or at home, we all experience and manage processes and operations. 'Operations Management' focuses on the sustainable and socially responsible imperatives of operations management, using over 120 cases and illustrations of real-life operations around the world, including Apple, Médecins Sans Frontières, Amazon, Ecover, Dyson, Disneyland Paris, Google, The North Face, and many more. Need extra support? This product is the book alone, and does NOT come with access to MyOMLab. This title can be supported by MyOMLab, an online homework and tutorial system which can be used by students for self-directed study or fully integrated into an instructor's course. You can benefit from MyOMLab at a reduced price by purchasing a pack containing a copy of the book and an access card for MyOMLab: Operations Management with MyOMLab access card 6e (ISBN 9780273776291). Alternatively, buy access to MyOMLab and the eText – an online version of the book - online at www.myomlab.com. For educator access, contact your Pearson Account Manager. To find out who your account manager is, visit www.pearsoned.co.uk/relocator

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Russell and Taylor's Operations and Supply Chain Management, 9th Edition is designed to teach students how to analyze processes, ensure quality, create value, and manage the flow of information and products, while creating value along the supply chain in a global environment. Russell and Taylor explain and clearly demonstrate the skills needed to be a successful operations manager. Most importantly, Operations Management, 9th Edition makes the quantitative topics easy for students to understand and the mathematical applications less intimidating. Appropriate for students preparing for careers across functional areas of the business environment, this text provides foundational understanding of both qualitative and quantitative operations management processes.

"Covers the core concepts and theories of production and operations management in the global as well as Indian context. Includes boxes, solved numerical examples, real-world examples and case studies, practice problems, and videos. Focuses on strategic decision making, design, planning, and operational control"--Provided by publisher.

This Book Presents Lucid Treatment Of A Wide Range Of Issues Involved In Production And Operations Management. It Focuses On The Latest Techniques In Production Planning And Control Considered To Be Pivotal For Organizations, Which Aim At Maximizing Their Productivity And Profitability.The Book Further Discusses In Detail The Production System Concept, Facility Location, Plant Layout Design, Production Scheduling, Mass Production Techniques Such As Assembly Line Balancing Maintenance Planning And Control, Scheduling, Quality Control; And Modern Production Management Tools That Include Cim, Tqm And Iso 9000 Series.Primarily Designed As A Textbook For Various Courses Like Bbm, Bba, B.Com., Mba And Also Useful For Students Pursuing Courses, Production And Operations Management, Mechanical, Industrial And Production Engineering Of Bangalore And Other Indian Universities.Salient Features: * Book Is Written In Simple And Lucid Style * Contents Are Presented In A Most Meticulous Manner * Charts Are Provided For Easy Understanding Of The Concepts * Exercises Are Designed For Self-Evaluation And Include Objective Type, Analytical Type And Application Type Questions * Contains Examination Question Bank * Contains Exhaustive Glossary Of Terminologies * Focuses On Materials Management Concepts And Techniques * Focuses On Plant Location And Layout Concepts * Focuses On Statistical Quality Control Concepts And Technique * Focuses On Industrial Engineering Concepts Such As Time Motion Study, Maintenance Management, Waste Management & Automation

For all courses in Materials Management, Production, Inventory Control, and Logistics taught in business and industrial technology departments of community colleges, four-year colleges, and universities. Introduction to Materials Management, Seventh Edition covers all the essentials of modern supply chain management, manufacturing planning and control systems, purchasing, and physical distribution. Clearly written and exceptionally user-friendly, its content, examples, questions, and problems lead students step-by-step to mastery. This edition's extensive updates include: new techniques, technology, and case studies; reorganized and expanded coverage of lean production and JIT manufacturing; new information on sustainability and "green" production; use of INCOTERMS for global supply chains; revised end-of-chapter problems, and more. Widely adopted by colleges and universities worldwide, this is the only APICS-listed reference text for the Basics of Supply Chain Management (BSCM) CPIM certification examination.

Managing & Using Information Systems: A Strategic Approach provides a solid knowledgebase of basic concepts to help readers become informed, competent participants in Information Systems (IS) decisions. Written for MBA students and general business managers alike, the text explains the fundamental principles and practices required to use and manage information, and illustrates how information systems can create, or obstruct, opportunities within various organizations. This revised and updated seventh edition discusses the business and design processes relevant to IS, and presents a basic framework to connect business strategy, IS strategy, and organizational strategy. Readers are guided through each essential aspect of information Systems, including information architecture and infrastructure, IT security, the business of Information Technology, IS sourcing, project management, business analytics, and relevant IS governance and ethical issues. Detailed chapters contain mini cases, full-length case studies, discussion topics, review questions, supplemental reading links, and a set of managerial concerns related to the topic.

Since the beginning of mankind on Earth, if the "busyness" process was successful, then some form of benefit sustained it. The fundamentals are obvious: get the right inputs (materials, labor, money, and ideas); transform them into highly demanded, quality outputs; and make it available in time to the end consumer. Illustrating how operations relate to the rest of the organization, Production and Operations Management Systems provides an understanding of the production and operations management (P/OM) functions as well as the processes of goods and service producers. The modular character of the text permits many different journeys through the materials. If you like to start with supply chain management (Chapter 9) and then move on to inventory management (Chapter 5) and then quality management

(Chapter 8), you can do so in that order. However, if your focus is product line stability and quick response time to competition, you may prefer to begin with project management (Chapter 7) to reflect the continuous project mode required for fast redesign rapid response. Slides, lectures, Excel worksheets, and solutions to short and extended problem sets are available on the Downloads / Updates tabs. The project management component of P/OM is no longer an auxiliary aspect of the field. The entire system has to be viewed and understood. The book helps students develop a sense of managerial competence in making decisions in the design, planning, operation, and control of manufacturing, production, and operations systems through examples and case studies. The text uses analytical techniques when necessary to develop critical thinking and to sharpen decision-making skills. It makes production and operations management (P/OM) interesting, even exciting, to those who are embarking on a career that involves business of any kind.

Based on the market-leading Operations Management text, this is the ideal book for those wanting a more concise introduction to the subject, focusing on essential core topics, without compromising on the authoritative, clear and highly practical approach that has become the trademark of the authors. Revised and updated to reflect the ever-changing world of operations management, the book is rooted in real-life practice with a wealth of examples and case studies from different sectors and industries around the world.

This is today's indispensable introduction to supply chain management for today's students and tomorrow's managers – not yesterday's! Prof. Hokey Min focuses on modern business strategies and applications – transcending obsolete logistics- and purchasing-driven approaches still found in many competitive books. Focusing on outcomes throughout, The Essentials of Supply Chain Management shows how to achieve continuous organizational success by applying modern supply chain concepts. Reflecting his extensive recent experience working with leading executives and managers, Min teaches highly-effective methods for supply chain thinking and problem-solving. You'll master an integrated Total System Approach that places functions like inventory control and transportation squarely in context, helping you smoothly integrate internal and external functions, and establish effective inter-firm cooperation and strategic alliances across complex supply chains. Coverage includes: Understanding modern sourcing, logistics, operations, sales, and marketing – and how they fit together Using modern supply chain methods to improve customer satisfaction and quality Working with cutting-edge supply chain technology and metrics Moving towards greater sustainability and more effective risk management Working with core analytical tools to evaluate supply chain practices and measure performance Legal, ethical, cultural, and environmental/sustainability aspects of modern supply chain operations How to build a career in global supply chain management The Essentials of Supply Chain Management will be an indispensable resource for all graduate and undergraduate students in supply chain management, and for every practitioner pursuing professional certification or executive education in the field.

'Supply Chain Management' illustrates the key drivers of good supply chain management in order to help students understand what creates a competitive advantage. It also provides strong coverage of analytic skills so that students can gauge the effectiveness of the techniques described.

Now in its seventh edition, this text provides a state-of-the-art overview of operations management. It includes a new chapter on capacity planning and a 'behind the scenes' look at the integration of operation management at Hard Rock Cafe.

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