

Operations Management 11th Edition Jay Heizer Bing

With advancing technology and the digitization of the modern era, businesses are required to adopt the latest innovations computer science and information technology have to offer. The field of home healthcare must utilize the finest available operations management systems in order to remain relevant in a globalized world while also providing the best treatment possible to its patients. *Transportation, Logistics, and Supply Chain Management in Home Healthcare: Emerging Research and Opportunities* is an essential reference source that provides theoretical and empirical research on logistics management and transportation and scheduling routing and their applications in home healthcare and logistics. While highlighting topics such as hybrid energy, scheduling optimization, and forecasting techniques, this book is ideally designed for outpatient doctors and nurses, transportation professionals, logisticians, home healthcare managers, computer scientists, logistic engineers, health practitioners, academicians, researchers, and students.

"For courses in operations management. *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 11th Edition contain ample support -- found in the book's solved-problems and worked examples -- to help

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readers better understand concepts important to today's operations management professionals." -- Provided by publisher.

Operations Management Sustainability and Supply Chain Management Pearson College Division

Effective logistics management has played a vital role in delivering products and services, and driving research into finding ever improving theoretical and technological solutions. While often thought of in terms of the business world, logistics and operations management strategies can also be effectively applied within the military, aeronautical, and maritime sectors. The Handbook of Research on Military, Aeronautical, and Maritime Logistics and Operations compiles interdisciplinary research on diverse issues related to logistics from an inclusive range of methodological perspectives. This publication focuses on original contributions in the form of theoretical, experimental research, and case studies on logistics strategies and operations management with an emphasis on military, aeronautical, and maritime environments. Academics and professionals operating in business environments, government institutions, and military research will find this publication beneficial to their research and professional endeavors.

Describes how to build a competitive edge by developing superior operations This comprehensive, practice-oriented text illustrates how healthcare organizations can gain a competitive edge through superior operations – and demonstrates how to achieve

them. Underscoring the importance of a strategic perspective, the book describes how to attain excellence in the four competitive priorities: quality, cost, delivery, and flexibility. The competitive priorities are interrelated, with excellent quality laying the foundation for performance in the other competitive priorities, and with targeted improvement initiatives having synergistic effects. The text stresses the benefits of aligning the entire operations system within the parameters of a business strategy. It equips students with a conceptual mental model of healthcare operations in which all concepts and tools fit together logically. With a hands-on approach, the book clearly demonstrates the “how-tos” of effectively managing a healthcare organization. It describes how to negotiate the different perspectives of clinicians and administrators by offering a common platform for building competitive advantage. To bring the cultural context of a healthcare organization to life, the book engages students with a series of short vignettes of a fictitious healthcare organization as it strives to achieve the status of a highly reliable organization. Integrated throughout are a variety of tools and quantitative techniques with step-by-step instructions to assist in problem solving and process improvements. Also included are mind maps linking competitive priorities and concepts, quick-reference icons, dashboards displaying measurement and process tracking, and boxed features. Several project ideas, team assignments, and creative thinking exercises are proposed. A comprehensive Instructor Packet and online tutorials further enhance the book’s outstanding value. Key Features: Includes mind

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maps to connect competitive priorities, concepts, and tools Provides an extensive tool kit for problem solving and process improvements Presents icons throughout the text to emphasize competitive priorities and tool coverage Emphasizes measurement with dashboards and includes data files for statistical process control, queuing, and simulation Demonstrates human dynamics and organizational challenges through realistic vignettes Presents boxed features of frequently asked questions an real-world implementations of concepts Provides comprehensive Instructor Packet and online tutorials

This package contains: 0132968363: Principles of Operations Management
0133401561: Student CD for Operations Management

This title is a Pearson Global Edition. The Editorial team at Pearson has worked closely with educators around the world to include content, which is especially relevant to students outside the United States. For courses in operations management. A broad introduction to operations, reinforced with extensive 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 11th 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. This text is available in two versions: Operations

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Management, 13th Edition, a hardcover, and Principles of Operations Management, 11th Edition, a paperback. Both books include the identical core Chapters 1—17. However, Operations Management, 13th Edition also includes a Part IV with seven business analytics modules. Pearson MyLab Operations Management is not included. Students, if Pearson MyLab Operations Management is a recommended/mandatory component of the course, please ask your instructor for the correct ISBN. Pearson MyLab Operations Management should only be purchased when required by an instructor. Instructors, contact your Pearson representative for more information. Reach every student by pairing this text with MyLab Operations Management MyLab™ is the teaching and learning platform that empowers you to reach every student. By combining trusted author content with digital tools and a flexible platform, MyLab personalizes the learning experience and improves results for each student. For courses in operations management. This ISBN is for the Pearson eText combo card, which includes the Pearson eText and loose-leaf print edition (delivered by mail). A broad introduction to operations, reinforced with extensive 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 11th Edition contain ample support -- found in the book's solved-problems and worked examples -- to help readers better understand concepts

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important to today's operations management professionals. This text is available in two versions: Operations Management, 13th Edition, a hardcover, and Principles of Operations Management, 11th Edition, a paperback. Both books include the identical core Chapters 1--17. However, Operations Management, 13th Edition also includes a Part IV with seven business analytics modules. Pearson eText is a simple-to-use, mobile-optimized, personalized reading experience that can be adopted on its own as the main course material. It lets students highlight, take notes, and review key vocabulary all in one place, even when offline. Seamlessly integrated videos and other rich media engage students and give them access to the help they need, when they need it. Educators can easily customize the table of contents, schedule readings and share their own notes with students so they see the connection between their eText and what they learn in class -- motivating them to keep reading, and keep learning. And, reading analytics offer insight into how students use the eText, helping educators tailor their instruction. NOTE: Pearson eText is a fully digital delivery of Pearson content and should only be purchased when required by your instructor. This ISBN is for a Pearson eText access code plus a loose-leaf print edition (delivered by mail). In addition to your purchase, you will need a course invite link, provided by your instructor, to register for and use Pearson eText.

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and Supply Chains, 11/e 0133885585/ 9780133885583 MyOMLab with Pearson eText -- Access Card -- for Operations Management: Processes and Supply Chains, 11/e

A practical, step-by-step guide to total systems management Systems Engineering Management, Fifth Edition is a practical guide to the tools and methodologies used in the field. Using a "total systems management" approach, this book covers everything from initial establishment to system retirement, including design and development, testing, production, operations, maintenance, and support. This new edition has been fully updated to reflect the latest tools and best practices, and includes rich discussion on computer-based modeling and hardware and software systems integration. New case studies illustrate real-world application on both large- and small-scale systems in a variety of industries, and the companion website provides access to bonus case studies and helpful review checklists. The provided instructor's manual eases classroom integration, and updated end-of-chapter questions help reinforce the material. The challenges faced by system engineers are candidly addressed, with full guidance toward the tools they use daily to reduce costs and increase efficiency. System Engineering Management integrates industrial engineering, project management, and leadership skills into a unique emerging field. This book unifies these different skill sets into a single step-by-step approach that produces a well-rounded systems engineering management framework. Learn the total systems lifecycle with real-world applications Explore cutting edge design methods and technology Integrate software and hardware systems for total SEM Learn the critical IT principles that lead to robust systems Successful systems engineering managers must be capable of leading teams to produce systems that are robust, high-quality, supportable, cost effective, and responsive. Skilled, knowledgeable professionals are in demand across

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engineering fields, but also in industries as diverse as healthcare and communications. Systems Engineering Management, Fifth Edition provides practical, invaluable guidance for a nuanced field.

As more companies shift their operations between countries to take advantage of lower costs and greater profit, the global market continues to change rapidly, resulting in global hypercompetition that can be detrimental to a business. Firms must remain updated with the latest research as they navigate cultural differences, communication challenges, and inconsistent standards in order to thrive. Advanced Perspectives on Global Industry Transitions and Business Opportunities is an essential, comprehensive reference book that explores the current global business environment and the challenges that have arisen due to contemporary globalization and the resulting global hypercompetition. With a broad scope, the book covers the implications of industry transitions from small and medium-sized companies to multinational businesses and large enterprises and discusses opportunities for both born global and born-again global firms. Featuring topics that deal with innovation, digitalization, disruptive technologies, and international collaboration, this is an ideal source for executives, managers, entrepreneurs, global businesses and businesses looking to transition to the global market, academicians, researchers, and students.

We are pleased to present this Global Edition, which has been developed specifically to meet the needs of international Operations Management students. In addition to coverage of the latest concepts and developments in this dynamic field, and now with a greater emphasis on services, supply chain management, ethics and sustainability, new material has been added to make the content more relevant and to improve the learning outcomes for the international

student.

Supply Chain Management (SCM) has always been an important aspect of an enterprise's business model and an effective supply chain network is essential to remaining competitive in a global environment. By properly managing the flow of goods and services, businesses can operate more efficiently while managing most of the workload behind-the-scenes. The Handbook of Research on Global Supply Chain Management is an in-depth reference source that covers emerging issues and relevant applications of information pertaining to supply chain management from an international perspective. Featuring coverage on topics such as the global importance of SCMs to strategies for producing an effective supply chain, this comprehensive publication is an essential resource for academics and business professionals alike interested in uncovering managerial insight and logistics solutions.

The second edition of this textbook comprehensively discusses global supply-chain and operations management, combining value creation networks and interacting processes. It focuses on the operational roles in the networks and presents the quantitative and organizational methods needed to plan and control the material, information and financial flows in the supply chain. Each chapter starts with an introductory case study, and numerous examples from various industries and services help to illustrate the key concepts. The book explains how to design operations and supply networks and how to incorporate suppliers and customers. It also examines matching supply and demand, which is a core aspect of tactical planning, before turning to the allocation of resources for fulfilling customer demands. This second edition features three new chapters: "Supply Chain Risk Management and Resilience", "Digital Supply Chain, Smart Operations, and Industry 4.0", and "Pricing and

Revenue-Oriented Capacity Allocation". These new chapters provide the structured knowledge on the principles, models, and technologies for managing the supply-chain risks and improving supply-chain and operations performance with the help of digital technologies such as Industry 4.0, additive manufacturing, Internet-of-Things, advanced optimization methods and predictive analytics. The existing chapters have been updated and new case studies have been included. In addition, the preface provides guidelines for instructors on how to use the material for different courses in supply-chain and operations management and at different educational levels, such as general undergraduate, specialized undergraduate, and graduate courses. The companion website www.global-supply-chain-management.de has also been updated accordingly. In addition, the book is now supported by e-manuals for supply-chain and operations simulation and optimization in AnyLogic and anyLogistix. Providing readers with a working knowledge of global supply-chain and operations management, with a focus on bridging the gap between theory and practice, this textbook can be used in core, special and advanced classes. It is intended for broad range of students and professionals involved in supply-chain and operations management.

Businesses need to become more consumer-centric, efficient, and quality conscious. Yet global competition and supply chain complexity are increasing so rapidly that managers must reach across the manufacturing and service boundary to gather more universally applicable ideas. *Vanishing Boundaries: How Integrating Manufacturing and Services Creates Customer Value, Second Edition* addresses the unprecedented array of new conditions that today's business managers must face. The book is a revision of the authors' previous book, *New Methods of Competing in the Global Marketplace, Critical Success Factors from Service and*

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Manufacturing. The concepts underpinning the first edition continue to be relevant today and, in this revised edition, are complemented with coverage of additional emerging issues in today's business environment. The basic theme of the book is captured in its title and illustrated with the addition of case studies of some of today's most prominent companies. See What's New in the Second Edition: The emerging relationship between risk management and supply management Risk management, and its corollary, crisis management Trends in outsourcing, such as near-sourcing and in-sourcing Health care improvement programs to reduce cost and improve quality Sustainability – alternative energy infrastructure and the triple bottom line Integration of supply chain services to align goods, information and funds flows Advances in information technology, i.e., cloud computing, videoconferencing Present, and potential, role of social media in attracting customers, servicing customers and building network trading partners. This second edition creates greater awareness of the benefits that businesses can gain by sharing techniques and methodologies across the manufacturing/services boundary. The book emphasizes that successful change management requires a holistic focus on three levels of an organization - its technology, infrastructure, and organizational culture. It includes solutions and implementation strategies for risk and crisis management, sourcing, healthcare, alternative energy infrastructure, integration of supply chain services, advances in IT, social media, and customer relationship building. The topic of Enterprise Information Systems (EIS) is having an increasingly relevant strategic impact on global business and the world economy, and organizations are undergoing hard investments in search of the rewarding

benefits of efficiency and effectiveness that these ranges of solutions promise. Organizational Integration of Enterprise Systems and Resources: Advancements and Applications show that EIS are at the same time responsible for tremendous gains in some companies and tremendous losses in others. Therefore, their adoption should be carefully planned and managed. This title highlights new ways to identify opportunities and overcome trends and challenges of EIS selection, adoption, and exploitation as it is filled with models, solutions, tools, and case studies. The book provides researchers, scholars, and professionals with some of the most advanced research, solutions, and discussions of Enterprise Information Systems design, implementation, and management. 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

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Differentiate yourself in a competitive marketplace with SUPERVISION: CONCEPTS AND PRACTICES OF MANAGEMENT, 13E. A blend of traditional management concepts and emerging insights, the text draws from the authors' firsthand business experience to deliver the leadership skills hiring managers want but rarely find in new recruits. This comprehensive single source for supervisory management expertise addresses the most critical challenges in business today, including globalization, economic turbulence, transitional and temporary workers, virtual employees, technology, outsourcing, and downsizing. Hands-on and practical, the text complements chapter readings with skill-building techniques and captivating video cases from well-known organizations, letting you experience supervisory roles yourself. Special attention to diversity and ethics also helps you develop a better sense of life beyond the classroom and enhances the text's extensive coverage of communication, decision making,

conflict resolution, and other essential supervisory skills. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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better understand concepts important to today's operations management professionals. This text is available in two versions: Operations Management, 13th Edition, a hardcover, and Principles of Operations Management, 11th Edition, a paperback. Both books include the identical core Chapters 1-17. However, Operations Management, 13th Edition also includes a Part IV with seven business analytics modules. Personalize learning with MyLab Operations Management By combining trusted author content with digital tools and a flexible platform, MyLab personalizes the learning experience and improves results for each student. Operations Management Simulations within MyLab give students hands-on experience in real-world roles, helping them make decisions, think critically, and link course concepts to on-the-job application.

For courses in Operations Management. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems
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 Twelfth 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

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brief version without the business analytic modules at the end of the text, see Heizer/Render/Munson's Principles of Operations Management: Sustainability and Supply Chain Management, 10e (0134181980 / 9780134181981). Also Available with MyOMLab This title is also 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. Students, if interested in purchasing this title with MyOMLab, ask your instructor for the correct package ISBN and Course ID. Instructors, contact your Pearson representative for more information. If you would like to purchase both the physical text and MyOMLab, search for: 0134422406 / 9780134422404 Operations Management: Sustainability and Supply Chain Management Plus MyOMLab with Pearson eText -- Access Card Package Package consists of: 0134130421 / 9780134130422 Operations Management: Sustainability and Supply Chain Management 0134165322 / 9780134165325 MyOMLab with Pearson eText -- Access Card -- for Operations Management: Sustainability and Supply Chain Management

Chase, Jacobs and Aquilano: Operations Management for Competitive Advantage, 11/e (CJA) provides a current and thorough introduction to the concepts, processes, and methods of managing and controlling operations in manufacturing or service settings. The text provides comprehensive coverage, from high-tech manufacturing to high touch services with a balanced treatment. Chase, Jacobs, and Aquilano also thoroughly integrates and discusses current issues such as globalization; supply chain strategy, E-business, and ERP. The concepts are illustrated by using abundant real world examples, articles, illustrations, problems and cases. Technology is integral to the success of this course, as such, CJA also provide students and instructors with an innovative array of leading edge technology learning and teaching tools.

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process and supply chain issues and uses a systemized approach while focusing on issues of current interest. The text has ample opportunities for students to experience the role of a manager with challenging problems, cases, a library of videos customized to the individual chapters, simulations, experiential exercises, and tightly integrated online resources. Fully integrated with MyOMLab, students and instructors alike will benefit from personalized learning and a dynamic set of assessment tools that will help improve performance in the course. Also available with MyOMLab™ MyOMLab is 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.

Gain a clear understanding of the fundamental concepts and applications behind operations and supply chain management with the reader-friendly approach in Collier/Evans' popular OPERATIONS AND SUPPLY CHAIN MANAGEMENT, 2E. The authors present detailed, solved problems throughout this edition to illustrate key formulas and computations as you learn to complete both manual and digital calculations using Excel spreadsheet templates and other Excel models for optimization and simulation. Even more review questions, cases, experiential activities, problems

and exercises as well as feature boxes teach you how to work with the latest operations management (OM) and supply chain management (SCM) concepts and tools. New content examines process analysis and resource utilization, analytics in OM, capacity measurement, applications of linear optimization and other critical OM and SCM topics. You can further your understanding with interactive digital resources and new algorithmic exercises within MindTap's complete learning applications.

4LTR Press solutions give students the option to choose the format that best suits their learning preferences. This option is perfect for those students who focus on the textbook as their main course resource. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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This book describes the fundamentals of Supply Chain Management in clear and concise terms. It explains why in the near future real competition is going to be between supply chains and what the consequences will be. Managers and decision-makers will be able to build on their business's competitive advantage with the essentials provided in this work. The focus here is upon what you really need to know in order to optimally manage your processes in procurement, manufacturing, warehousing and logistics. In addition to a wealth of illustrations and examples, valuable suggestions for further expansive reading are included. Essential insights are provided into how to analyse and evaluate the supply chain, based upon key aspects from research and practice, which helps readers to initiate their own optimisation processes.

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The Eleventh Edition of Stevenson's Operations Management features integrated, up-to-date coverage of current topics and industry trends, while preserving the core concepts that have made the text the market leader in this course for over a decade. Stevenson's careful explanations and approachable format support students in understanding the important operations management concepts as well as applying tools and methods with an emphasis on problem solving. Through detailed examples and solved problems, short cases and readings on current issues facing businesses, and auto-gradable end of chapter problems and application-oriented assignments available in Connect Operations Management, students learn by doing, and the Eleventh Edition continues to offer more support for 'doing Operations' than any other.

Using a reader-friendly, straightforward, yet interesting, approach, Langley/Novack/Gibson/Coyle's SUPPLY CHAIN MANAGEMENT: A LOGISTICS PERSPECTIVE, 11E blends logistics theory with practical applications. The latest content highlights emerging issues, technology developments, and global changes in the constantly evolving field of supply chain management. Learn how today's public and private organizations are responding to the continual pressure to modernize and transform their supply chains. Updated features and short cases offer hands-on managerial experience with the opportunity to examine key decisions and circumstances that supply chain managers face daily. New profiles introduce each chapter with real organizations, people, or events that emphasize the importance of

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what you are learning. Technology-focused features and global content examine key areas where change is occurring and provide a meaningful perspective on how today's changes impact current and future supply chains. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

A broad introduction to operations, reinforced with extensive 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 11th 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. This text is available in two versions: Operations Management, 13th Edition, a hardcover, and Principles of Operations Management, 11th Edition, a paperback. Both books include the identical core Chapters 1--17. However, Operations Management, 13th Edition also includes a Part IV with seven business analytics modules. For courses in operations management. Pearson eText is a simple-to-use, mobile-optimized, personalized reading experience that can be adopted on its own as the main course material. It lets students highlight, take notes, and review key vocabulary all in one place, even when offline. Seamlessly integrated videos and other rich media engage students and give them access to the

help they need, when they need it. Educators can easily customize the table of contents, schedule readings and share their own notes with students so they see the connection between their eText and what they learn in class -- motivating them to keep reading, and keep learning. And, reading analytics offer insight into how students use the eText, helping educators tailor their instruction. NOTE: This ISBN is for the Pearson eText access card. For students purchasing this product from an online retailer, Pearson eText is a fully digital delivery of Pearson content and should only be purchased when required by your instructor. In addition to your purchase, you will need a course invite link, provided by your instructor, to register for and use Pearson eText. The full text downloaded to your computer With eBooks you can: search for key concepts, words and phrases make highlights and notes as you study share your notes with friends eBooks are downloaded to your computer and accessible either offline through the Bookshelf (available as a free download), available online and also via the iPad and Android apps. Upon purchase, you'll gain instant access to this eBook. Time limit The eBooks products do not have an expiry date. You will continue to access your digital ebook products whilst you have your Bookshelf installed. For undergraduate and graduate operations management courses. Operations Management provides students with a comprehensive framework for addressing operational process and supply chain issues and uses a systemized approach while focusing on issues of current interest. The text has ample opportunities for students to experience the role of a manager with

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challenging problems, cases, simulations, experiential exercises, and tightly integrated online resources.

Original edition published under the title: Production and operations management. THE PRACTICAL, EASY INTRODUCTION TO MODERN SUPPLY CHAIN/LOGISTICS MANAGEMENT FOR EVERY PROFESSIONAL AND STUDENT! COVERS CORE CONCEPTS, PLANNING, OPERATIONS, INTEGRATION, COLLABORATION, NETWORK DESIGN, AND MORE SHOWS HOW TO MEASURE, CONTROL, AND IMPROVE ANY SUPPLY CHAIN INCLUDES PRACTICAL ADVICE FOR JUMPSTARTING YOUR OWN SUPPLY CHAIN CAREER This easy guide introduces the modern field of supply chain and logistics management, explains why it is central to business success, shows how its pieces fit together, and presents best practices you can use wherever you work. Myerson explains key concepts, tools, and applications in clear, simple language, with intuitive examples that make sense to any student or professional. He covers the entire field: from planning through operations, integration and collaboration through measurement, control, and improvement. You'll find practical insights on hot-button issues ranging from sustainability to the lean-agile supply chain. Myerson concludes by helping you anticipate key emerging trends—so you can advance more quickly in your own career. Trillions of dollars are spent every year on supply chains and logistics. Supply chain management is one of the fastest growing areas of business, and salaries are rising alongside demand. Now, there's an easy, practical introduction to the entire field: a source of reliable knowledge and best practices for students and professionals alike. Paul A. Myerson teaches you all you'll need to start or move forward in your own supply chain career. Writing in plain English, he covers all the planning and

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management tasks needed to transform resources into finished products and services, and deliver them efficiently to customers. Using practical examples, Myerson reviews the integration, collaboration, and technology issues that are essential to success in today's complex supply chains. You'll learn how to measure your supply chain's performance, make it more agile and sustainable, and focus it on what matters most: adding customer value.

MASTER NUTS-AND-BOLTS OPERATIONAL BEST PRACTICES Improve procurement, transportation, warehousing, ordering, reverse logistics, and more

BUILD A BETTER GLOBAL SUPPLY CHAIN Manage new risks as you improve sustainability

STRENGTHEN KEY LINKAGES WITH YOUR PARTNERS AND CUSTOMERS Get supply chains right by getting collaboration right

PREVIEW THE FUTURE OF SUPPLY CHAINS—AND YOUR SUPPLY CHAIN CAREER Discover “where the puck is headed”—so you can get there first

This beloved and market-leading Operations Management book has been completely updated in the 14th edition and provides a clear presentation of the field of Operations Management with current real-world examples and thoughtful student pedagogy. The comprehensive breadth of content is presented in more modular flexible chapters, so it may be used for different course levels ranging from undergrad to executive education. That flexibility allows for the choice of more or less quantitative material and flexibility in order of presentation since chapters do not depend on sequence. The topics covered include both strategic issues and practical applications. Among the topics are forecasting, product and service design, capacity planning, management of quality and quality control, inventory management, scheduling, supply chain management, and project management. The use of an adaptive online learning enhances the student experience and success.

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Created through a student-tested, faculty-approved review process with input from more than 150 students and faculty, Collier/Evans' OM5 provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. This concise, engaging, and accessible text is perfect for today's diverse learners. OM5 provides the latest examples featuring companies students will recognize from the news as well as videos for every chapter, case studies and end-of-chapter problems. Five additional chapters online enable readers to delve further into the quantitative aspects of operations management. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Completely revised and enhanced for the new 2007 exams, this book enables you to validate your experience and skills as an HR professional with the industry-standard PHR (Professional in Human Resources) or SPHR (Senior Professional in Human Resources) certifications from the Human Resource Certification Institute (HRCI). This comprehensive new edition of the top-selling PHR/SPHR Study Guide provides you expert preparation and review for these challenging exams as well as comprehensive coverage on labor relations, workforce planning, compensation, OSHA regulations.

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