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Operations Management: Sustainability and Supply Chain Management

Original edition published under the title: Production and operations management.

This introduction to operations management presents a state-of-the-art view of the primary activities of the operations function in organizations. New chapters on Global Operations and Supply Chain Management, a free CD-ROM is packaged with every book and comprehensive web site support is provided. This paperback text has the same 17 core chapters as Heizer/Render's Operations Management, 5/e but does not have the 6 quantitative modules. Part of the JIT program.

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Features - Operations Management: Sustainability and Supply Chain Management provides a broad introduction to operations in the contemporary business environment.

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It explains operations management (OM) concepts in a realistic and practical manner by using case studies related to a wide range of products, services, and sectors from around the globe. An extensive collection of practice problems is included in the book to encourage application-oriented, active learning. These problems are supported by various solved problems and worked examples that can help students to complete and understand assignments even when they are not in class.

We've all had friendships that have gone bad. Whether it takes the form of a simple yet inexplicable estrangement or a devastating betrayal, a failed friendship can make your life miserable, threaten your success at work or school, and even undermine your romantic relationships. Finally there is help. In *When Friendship Hurts*, Jan Yager, recognized internationally as a leading expert on friendship, explores what causes friendships to falter and explains how to mend them -- or end them. In this straightforward, illuminating book filled with dozens of quizzes and real-life examples, Yager covers all the bases, including: The twenty-one types of negative friends -- a rogues' gallery featuring such familiar types as the Blood-sucker, the Fault-finder, the Promise Breaker, and the Copycat How to recognize destructive friends as well as how to find ideal ones The e-mail effect -- how electronic communication has changed friendships for both the better and the worse The misuse of friendship at work -- how to deal with a co-worker's lies, deceit, or attempts at revenge How to stop obsessing about a failed friendship And much more The

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first highly prescriptive book to focus on the complexities of friendship, *When Friendship Hurts* demonstrates how, why, and when to let go of bad friends and how to develop the positive friendships that enrich our lives on every level. For everyone who has ever wondered about friends who betray, hurt, or reject them, this authoritative book provides invaluable insights and advice to resolve the problem once and for all.

Operations Management

Combining a quantitative approach with a managerial issues approach, this introduction to productions and operations management provides coverage of every P/OM topic - from re-engineering to teams, to total quality management ideas, to layout, to finite scheduling to technology. It focuses on eleven critical decisions - both strategic and tactical - that managers must make for meeting customer needs and increasing productivity in a dynamic, global economy.

A supplement of an additional 173 homework problems with 4 variations of difficulty level.

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A short, non-technical introduction to operations management, this text covers most mathematical techniques, including decision-making tools (decision trees), linear programming, transportation modelling, learning curves, waiting line models and simulation. chapters on operation strategy, supply chain management, and just-in-time systems. The text also covers up-to date topics, such as re-engineering, global competition, open (virtual) organizations, finite scheduling, teams, and employee empowerment. POM for Windows software is available with this text.

Original edition: Principles of operations management: building and managing world-class operations / Barry Render, Jay Heizer. c1995.

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