Brief Table of Contents

PART ONE Chapter 1 Chapter 2 Chapter 3 Chapter 4	Introduction to Operations Management <i>33</i> Operations and Productivity 33 Operations Strategy in a Global Environment 61 Project Management 91 Forecasting 137
PART TWO	Designing Operations 191
Chapter 5 Supple	Design of Goods and Services 191 ment 5 Sustainability in the Supply Chain 225
Chapter 6 Supple	Managing Quality 245 ment 6 Statistical Process Control 277
Chapter 7 Process Strategies 311 Supplement 7 Capacity and Constraint Management 339	
Chapter 8	Location Strategies 369
Chapter 9	Layout Strategies 399
Chapter 10	Human Resources, Job Design, and Work Measurement 439
PART THREE	Managing Operations 473
Chapter 11	Supply Chain Management 473
Supplement 11 Supply Chain Management Analytics 503	
Chapter 12	Inventory Management 519
Chapter 13	Aggregate Planning and S&OP 563
Chapter 14	Material Requirements Planning (MRP) and ERP 597
Chapter 15	Short-Term Scheduling 635
Chapter 16	Lean Operations 673
Chapter 17	Maintenance and Reliability 697
PART FOUR	Business Analytics Modules 715
Module A	Decision-Making Tools 715
Module B	Linear Programming 735
Module C	Transportation Models 765
Module D	Waiting-Line Models 783
Module E	Learning Curves 811
Module F	Simulation 827
Module G	Applying Analytics to Big Data in Operations Management 845
APPENDIXES	
Appendix I	Normal Curve Areas A2
Appendix II	Using Excel OM and POM for Windows A4

Appendix III Solutions to Even-Numbered Problems A8

ONLINE TUTORIALS (located at MyLab Operations Management)

- 1. Statistical Tools for Managers T1-1
- 2. Acceptance Sampling T2-1
- 3. The Simplex Method of Linear Programming T3-1
- 4. The MODI and VAM Methods of Solving Transportation Problems T4-1
- 5. Vehicle Routing and Scheduling T5-1