CONTENTS

Barkmeyer

| I. | Industrial Engineering Function and Skills | 1 |
|-----|---|--|
| | Full Potential Utilization of Industrial and Systems Engineering in Organizations, by D. Scott Sink, David F. Poirier, and George L. Smith Enterprise Concept: Business Modeling Analysis and | 3 |
| | Design, by Frank O. Marrs and Barry M. Mundt | 26 |
| II. | Technology | 61 |
| | A. Information Technology | 63 |
| | Tools for Building Information Systems, by Robert M. Barker, Brian L. Dos Santos, Clyde W. Holsapple, William P. Wagner, and Andrew L. Wright Decision Support Systems, by Andrew P. Sage Automation Technology, by Chin-Yin Huang and Shimon Y. Nof Computer Integrated Technologies and Knowledge Management, by Frank-Lothar Krause, Kai Mertins, Andreas Edler, Peter Heisig, Ingo Hoffmann, and Markus Helmke Computer Networking, by Lajos Bálint and Tamás Máray Electronic Commerce, by Soon-Yong Choi and Andrew B. Whinston Enterprise Modeling, by August-Wilhelm Scheer, Frank Habermann, and Oliver Thomas | 65 110 155 177 227 259 280 |
| | B. Manufacturing and Production Systems | 309 |
| | 10. The Factory of the Future: New Structures and Methods to Enable Transformable Production, by Hans-Jürgen Warnecke, Wilfried Sihn, and Ralf von Briel 11. Enterprise Resource Planning Systems in Manufacturing, by Mary Elizabeth A. Algeo and Edward J. | 311 |

12. Automation and Robotics, by Rolf Dieter Schraft, Jens-Günter Neugebauer, and Stefan Schmid 324

354

| XXX | ~~~ |
|---|-----------|
| 13 Assembly D | CONTENTS |
| 13. Assembly Process, by K. Feldmann | 401 |
| 14. Manufacturing Process Planning and Design, by Tien- Chien Chang and Yuan-Shin Lee | |
| 15. Computer Integrated Manufacturing, by Cheng Wu, Far | 447 |
| YuShun, and Xiao Deyun | η |
| 16. Clean Manufacturing by Julia Ann Street | 484 |
| 17. Just-in-Time, Lean Production, and Complementary Paradigms, by Takao Enkawa and Shane J. Schvaneveldt | 530 |
| 18. Near-Net-Shape Processes, by Reimund Neugabayan and | 544 |
| Klaus Herfurth 19. Environmental Engineering: Regulation and Compliance | |
| by Robert B. Jacko and Timothy M. C. LaBreche 20. Collaborative Manufacturing, by José A. Ceroni and Shimon Y. Nof | 5, 589 |
| | 601 |
| C. Service Systems | 621 |
| 21. Service Industry Systems and Service Quality, by Martin Wetzels and Ko de Ruyter | ı |
| 22. Assessment and Design of Service Systems, by Michael Haischer, Hans-Jörg Bullinger, and Klaus-Peter Fähnrich | 623 |
| 23. Customer Service and Service Quality by Richard A | 634 |
| remorg | 651 |
| 24. Pricing and Sales Promotion, by Kent B. Monroe25. Mass Customization, by Mitchell M. Tseng and Jianxin | 665 |
| 26. Client/Server Technology, by On Hashida and Hiroyuki Sakata | 684 |
| 27. Industrial Engineering Applications in Health Core | 710 |
| Systems, by Swatantra K. Kachhal 28. Industrial Engineering Applications in Financial Asset | 737 |
| Management, by R. McFall Lamm, Jr. 29. Industrial Engineering Applications in Retailing, by Richard A. Foirbone A. Frieders | 751 |
| Richard A. Feinberg and Tim Christiansen 30. Industrial Engineering Applications in Transportation, by Chryssi Malandraki, David Zaret, Juan R. Perez, and Chuck Holland | 772 |
| 31. Industrial Engineering Applications in Hotels and | 787 |
| Restaurants, by Douglas C. Nelson | 825 |
| III. Performance Improvement Management | 837 |
| A. Organization and Work Design | 839 |
| 32. Leadership, Motivation, and Strategic Human Resource Management, by Taly Dvir and Yair Berson | |
| Zorbon | 841 |

| CONTENTS | | xxxi |
|-------------|---|------|
| | Job and Team Design, by Gina J. Medsker and Michael A. Campion | 868 |
| 34. | Job Evaluation in Organizations, by John M. Hannon, Jerry M. Newman, George T. Milkovich, and James T. | |
| 35 | Brakefield Selection, Training, and Development of Personnel, by | 899 |
| | Robert W. Swezey and Richard B. Pearlstein | 920 |
| | Aligning Technological and Organizational Change, by Ann Majchrzak and Najmedin Meshkati | 948 |
| | Teams and Team Management and Leadership, by François Sainfort, Alvaro D. Taveira, and Michael J. Smith | 975 |
| | Performance Management, by Martin P. Finegan and Douglas K. Smith | 995 |
| B. Huma | an Factors and Ergonomics | 1011 |
| | Cognitive Tasks, by Nicolas Marmaras and Tom Kontogiannis | 1013 |
| | Physical Tasks: Analysis, Design, and Operation, by Waldemar Karwowski and David Rodrick | 1041 |
| | Ergonomics in Digital Environments, by Ulrich Raschke, Lisa M. Schutte, and Don B. Chaffin | 1111 |
| | Human Factors Audit, by Colin G. Drury | 1131 |
| 43. | Design for Occupational Health and Safety, by Michael J. Smith, Pascale Carayon, and Ben-Tzion Karsh Human-Computer Interaction, by Kay M. Stanney, | 1156 |
| | Michael J. Smith, Pascale Carayon, and Gavriel Salvendy | 1192 |
| IV. Managen | nent, Planning, Design, and Control | 1237 |
| A. Projec | ct Management | 1239 |
| ĵ | Project Management Cycle: Process Used to Manage Project (Steps to Go Through), by Avraham Shtub | 1241 |
| | Computer-Aided Project Management, by Carl N. Belack | 1252 |
| | Work Breakdown Structure, by Boaz Golany and Avraham Shtub | 1263 |
| B. Produ | ct Planning | 1281 |
| | Planning and Integration of Product Development, by | |
| Ž | Hans-Jörg Bullinger, Joachim Warschat, Jens Leyh, and Thomas Cebulla | 1283 |
| 1 | Human-Centered Product Planning and Design, by William B. Rouse | 1296 |
| | Design for Manufacturing, by C. Richard Liu and Xiaoping Yang | 1311 |

XXXII CONTENTS

| | COMIEMIS |
|---|------------------|
| 51. Managing Professional Services Projects, by Barry M. Mundt and Francis J. Smith | 1332 |
| C. Manpower Resource Planning | 1351 |
| 52. Methods Engineering, by Stephan Konz | |
| 33. Time Standards, by Stephan Konz | 1353 |
| 54. Work Measurement: Principles and Techniques, by Aur | 1391 |
| Castillo Matias | <i>a</i> 1409 |
| D. Systems and Facilities Design | 1463 |
| 55. Facilities Size, Location, and Layout, by James A. Tompkins | |
| 56. Material-Handling Systems, by Yavuz A. Bozer | 1465 |
| J. Storage and Warehousing by Jarry D. Cmith | 1502 |
| 58. Plant and Facilities Engineering with Waste and Energy | 1527 |
| Management, by James R. Ross | 1548 |
| 59. Maintenance Management and Control, by Ralph W | 1346 |
| "Pete" Peters | 1585 |
| F. Planning and C. | 1000 |
| E. Planning and Control | 1625 |
| 60. Queuing Models of Manufacturing and Service Systems | |
| by John A. Buzacott and J. George Shanthiluman | , 1627 |
| or. Production-Inventory Systems, by David D. Vac. | 1669 |
| 62. Process Design and Reengineering, by John Taylor | |
| Tarsha Dargan, and Ben Wang | 1695 |
| 63. Scheduling and Dispatching, by Michael Pinedo and Sridhar Seshadri | |
| 64. Personnel Scheduling, by Richard N. Burns | 1718 |
| 65. Monitoring and Controlling Operations, by Albert T. | 1741 |
| Jones, Yuehwern Yih, and Evan Wallace | 1770 |
| | 1768 |
| F. Quality | 1791 |
| 66. Total Quality Leadership, by Johnson A. | |
| Edosomwan | 1793 |
| 67. Quality Tools for Learning and Improvement, by Lloyd Provost | |
| 68. Understanding Variation, by Lloyd Provost | 1808 |
| 69. Statistical Process Control, by John R. English and Terry | 1828 |
| R. Collins | 1057 |
| 70. Measurement Assurance, by S. Chandrasekar | 1856 1877 |
| 71. Human Factors and Automation in Test and Inspection | 10// |
| by Coun G. Drury | 1887 |
| 72. Reliability and Maintainability, by Kailash C. | 1007 |
| Kapur | 1921 |
| 73. Service Quality, by Laura Raiman DuPont | 1956 |
| 74. Standardization, Certification, and Stretch Criteria, by Harrison M. Wadsworth, Jr. | |
| real was worth, Jr. | 1966 |

| CONTENTS | xxxiii |
|---|-------------------------------------|
| 75. Design and Process Platform Characterization Methodology, by Raja M. Parvez and Donald | 1075 |
| Fusaro | 1975 |
| G. Supply Chain Management and Logistics | 2005 |
| Eath Sinch-Levi | 2007 |
| 77. Demand Forecasting and Planning, by Ananth V. <i>Iyer</i> | 2020 |
| 78. Advanced Planning and Scheduling for Manufacturing, by Kenneth Musselman and Reha Uzsoy | 2033 |
| 79. Transportation Management and Shipment Planning, by Jeffrey H. Fischer No. Post Assistance Westbourse Network: Strategies and | 2054 |
| 80. Restructuring a Warehouse Network: Strategies and Models, by Hokey Min and Emanuel Melachrinoudis | 2070 |
| 81. Warehouse Management, by Gunter P. Sharp 82. Supply Chain Planning and Management, by Douglas M. | 2083 |
| Lambert and Edward A. Siecienski | 2110 |
| V. Methods for Decision Making | 2141 |
| A. Probabilistic Models and Statistics | 2143 |
| 83. Stochastic Modeling, by Colm A. O'Cinneide | 2145 |
| 84. Decision-Making Models, by Mark R. Lehto 85. Design of Experiments, by H. Samuel Wang and Chung- | 21722224 |
| Pu Chang 86. Statistical Inference and Hypothesis Testing, by Don T. Phillips and Alberto Garcia-Diaz | 2241 |
| 87. Regression and Correlation, by Raja M. Parvez and Donald Fusaro | 2264 |
| B. Economic Evaluation | 2295 |
| 88. Product Cost Analysis and Estimating, by Phillip F. Ostwald | 2297 |
| 89. Activity-Based Management in Manufacturing, by Keith V. Smith | 2317 |
| 90. Discounted Cash Flow Methods, by Raymond P. Lutz. | 2331 |
| 91. Economic Risk Analysis, by G. A. Fleischer 92. Inflation and Price Change in Economic Analysis, by | 2360 |
| Joseph C. Hartman | 2394 |
| C. Computer Simulation | 2407 |
| 93. Modeling Human Performance in Complex Systems, by K. Ronald Laughery, Jr., Susan Archer, and Kevin | |

Corker

xxxiv CONTENTS

| 94. Simulation Packages, by Abe Nisanci and Robert E. | |
|--|------|
| Schwab | 2445 |
| 95. Statistical Analysis of Simulation Results, by Barry L. | |
| Nelson | 2469 |
| 96. Virtual Reality for Industrial Engineering: Applications | |
| for Immersive Virtual Environments, by Hans-Jörg | |
| Bullinger, Ralf Breining, and Martin Braun | 2496 |
| | , 0 |
| D. Optimization | 2521 |
| 97. Linear Optimization, by A. "Ravi" Ravindran and Roy | -5-2 |
| Marsten | 2523 |
| 98. Nonlinear Optimization, by Tom M. Cavalier | 2540 |
| 99. Network Optimization, by Richard T. Wong | 2568 |
| 100. Discrete Optimization, by Ronald L. Rardin | 2582 |
| 101. Multicriteria Optimization, by Po Lung Yu, Chin I. | |
| Chiang, and Gwo Hshiung Tzeng | 2602 |
| 102. Stochastic Optimization, by Anton J. Kleywegt and | 2002 |
| Alexander Shapiro | 2625 |
| Author Index | 2651 |
| Subject Index | 2031 |
| Subject Index | 2699 |