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# Operations Management (11th Edition)



## Synopsis

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 supportâ”found in the bookâ”s solved-problems, worked examples, and myomlab, Pearsonâ”s new online homework and tutorial systemâ”to help students complete and understand assignments even when theyâ”re not in class.Â Â Note: This is the standalone book, if you want the book/access card order the ISBN below:Â Â 0133130762 / 9780133130768 Operations Management Plus NEW MyOmLab with Pearson eText -- Access Card Package Package consists of:Â Â 013292062X / 9780132920629 NEW MyOMLab with Pearson eText -- Access Card -- for Operations Management 0132921146 / 9780132921145 Operations Management Table of Contents Part I. Introduction to Operations Management 1. Operations and Productivity 2. Operations Strategy in a Global Environment 3. Project Management 4. Forecasting Â¿ Part II. Designing Operations 5. Design of Goods and Services S5. Sustainability in the Supply Chain 6. Managing Quality S6. Statistical Process Control 7. Process Strategy S7Capacity and Constraint Management 8. Location Strategies 9. Layout Strategies 10. Human Resources, Job Design, and Work Measurement Â¿ Part III. Managing Operations 11. Supply-Chain Management S11. Supply-Chain Analytics 12. Inventory Management 13. Aggregate Planning and S&OP 14. Material Requirements Planning (MRP) and ERP 15. Short-Term Scheduling 16. Just-in-Time, TPS, and Lean Operations 17. Maintenance and Reliability Â¿ Part IV. Business Analytic Modules A. Decision-Making Tools B. Linear Programming C. Transportation Models D. Waiting-Line Models E. Learning Curves F. Simulation Â¿ Online Tutorials 1. Statistical Tools for Managers 2. Acceptance Sampling 3. The Simplex Method of Linear Programming 4. The MODI and VAM Methods of Solving Transportation Problems 5. Vehicle Routing and Scheduling

## Book Information

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## Customer Reviews

I don't usually write reviews for textbooks but this is actually a really good textbook. It's very easy to read, well formatted, and organized. It's not very dense--even as a slow reader it doesn't take more than 60-90 minutes to read a chapter. The best part--and I've never seen this before in any textbook I've ever had (and I'm near the end of my graduate degree)--is it includes transparency pages (like for overhead projectors) that you can layer on top of images and each other to demonstrate how to do various examples step-by-step like a slide show. It's really cool and a very good tool. Also as someone who grew up in Orlando it's cool to see so many Orlando landmarks and tourist areas represented; although as a UCF student I wish UCF professors were consulted for the book.

I purchased this book for an Operations Management class and it is surprisingly easy to read with tons of information. I like how they lay out all the definitions in the margins and go into further detail in the reading. There are good practice problems at the end of each chapter that can help you with your understanding of the reading as well as prepare you for the exams.

I have over 40 years of business experience, have an MBA, and am currently working on a doctorate in business. I have read a lot of textbooks over the years and this is one of the best. It can actually be read on more than one level. If you need detail on various ways to calculate any given operations problem such as inventory management, that is in this book. It takes you step by step through the reasoning behind why a process is done one way, plus the alternatives. If you need to crunch numbers, the formulas are all there, and there are plenty of problems and discussion questions at the end of every chapter. If you don't want or need that kind of detail, you can skim or skip it because there is still plenty of interesting reading to give you an overall view of Operations Management. Every chapter features a particular company such as UPS, .com, or the Arnold Palmer Hospital to focus on one aspect of operations management. I found these examples fascinating and practical at the same time. This book should give you a new appreciation of the

complexities of everyday business.

This book has a lot of good information!! I really enjoyed the material for this book and it is fairly current information

perfect

Required reading for my MBA class I read the great reviews before I bought this book and now I have to agree, it's a keeper. The book is timely of course (2014) and the author's did a great job of giving relevant examples of operations management. The book combined concepts in a favorable fashion to the extensive definitions of processes and the outcome was entertaining and educational.

The book is fantastic. I used it for an MBA class. It is very up to date with very good examples. My class is now over, but I plan to read the book in more detail. Hated the seller (Roxana) because the book was used and it was miscategorized, I wanted a hardcover book, search by ISBN number and received a loose leaf. The loose leaf version was half the price of what I paid. The seller claimed ignorance saying she did not know it was incorrect ISBN number. I got some money back but only half of what the seller promise to give me back. ROXANA had two other reviews before I ordered the book. One good review and one review very similar to this, which I opted to dismiss. I learned my lesson!! I was very disappointed with the lack of response from on my multiple emails. First time does not fulfill the high quality response they have had for all other purchases. They should remove Roxana from selling any books via their network.

I am using this book for my Mgmt Science. I am really enjoying it, especially the MyOMLab. Heizer and Render provide useful "virtual office" hours to explain the more quantitative concepts like the forecasting methods in Chap 4. I would recommend this book for any operations class!

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