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OM Operations and Supply Chain Management OM4 Operations Management OM 2008 (with Review Cards and Student Website Printed Access Card) Operations Management OM 5 Operations and Supply Management Operations Management and Total Quality Management OM4 Operations Management 5 Operations Management Principles of Management CengageNOW Printed Access Card for Collier/Evans' Operations Management Operations Management Operations Management Operations and Supply Chain Management, Loose-Leaf Version Operations Management OM 3 Managing for Quality and Performance Excellence The Encyclopedia of Operations Management Making the Most of Your Placement The Way You Do Anything is the Way You Do Everything Operations and Supply Chain Management Quality & Performance Excellence Acp Mgmt 300 Prin of Mgmt Andops Outlines and Highlights for Operations Management Competitive Advantage Operations Management Wealth of Wisdom An Introduction to Six Sigma and Process Improvement Aise Operations Management The Office of Historical Corrections Designing Your Life Sales Management Lillian's Right to Vote Thurgood Project Management Demystified Service Operations Management Handbook on Teaching Social Issues

This is the perfect field manual for every supply chain or operations management practitioner and student. The field's only single-volume reference, it's uniquely convenient and uniquely affordable. With nearly 1,500 well-organized definitions, it can help students quickly map all areas of operations and supply chain management, and prepare for case discussions, exams, and job interviews. For instructors, it serves as an invaluable desk reference and teaching aid that goes far beyond typical dictionaries. For working managers, it offers a shared language, with insights for improving any process and supporting any training program. It thoroughly covers: accounting, customer service, distribution, e-

business, economics, finance, forecasting, human resources, industrial engineering, industrial relations, inventory management, healthcare management, Lean Sigma/Six Sigma, lean thinking, logistics, maintenance engineering, management information systems, marketing/sales, new product development, operations research, organizational behavior/management, personal time management, production planning and control, purchasing, reliability engineering, quality management, service management, simulation, statistics, strategic management, systems engineering, supply and supply chain management, theory of constraints, transportation, and warehousing. Multiple figures, graphs, equations, Excel formulas, VBA scripts, and references support both learning and application. ... this work should be useful as a desk reference for operations management faculty and practitioners, and it would be highly valuable for undergraduates learning the basic concepts and terminology of the field. Reprinted with permission from CHOICE <http://www.cro2.org>, copyright by the American Library Association. 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.

Extensively revised and reorganized, OM6 content includes a new integrative case that moves from chapter to chapter 35 related questions; a new treatment of value chain networks; greater emphasis on supply chain design; an all-new chapter devoted to supply chain management and logistics; and many new feature boxes and cases. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Six Sigma has taken the corporate world by storm and represents the thrust of numerous efforts in manufacturing and service organizations to improve products, services, and processes. Although Six Sigma brings a new direction to quality and productivity improvement, its underlying tools and philosophy are grounded in the fundamental principles of total quality and continuous improvement that have been used for many decades. Nevertheless, Six Sigma has brought a

renewed interest in quality and improvement that few can argue with, and has kept alive the principles of total quality developed in the latter part of the 20th Century. AN INTRODUCTION TO SIX SIGMA AND PROCESS IMPROVEMENT, 2e shows students the essence and basics of Six Sigma, as well as how Six Sigma has brought a renewed interest in the principles of total quality to cutting-edge businesses. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Never HIGHLIGHT a Book Again! Virtually all of the testable terms, concepts, persons, places, and events from the textbook are included. Cram101 Just the FACTS101 studyguides give all of the outlines, highlights, notes, and quizzes for your textbook with optional online comprehensive practice tests. Only Cram101 is Textbook Specific.

Accompanys: 9780324179392 . A critical resource for families managing significant wealth Wealth of Wisdom offers essential guidance and tools to help high-net-worth families successfully manage significant wealth. By compiling the 50 most common questions surrounding protection and growth, this book provides a compendium of knowledge from experts around the globe and across disciplines. Deep insight and thoughtful answers put an end to uncertainty, and help lay to rest the issues you have been wrestling with for years; by divulging central lessons and explaining practical actions you can take today, this book gives you the critical information you need to make more informed decisions about your financial legacy. Vital charts, graphics, questionnaires, worksheets and other tools help you get organised, develop a strategy and take real control of your family's wealth, while case studies show how other families have handled the very dilemmas you may be facing today. Managing significant wealth is a complex affair, and navigating the financial world at that level involves making decisions that can have major ramifications — these are not decisions to make lightly. This book equips you to take positive action, be proactive and make the tough decisions to protect and grow your family's wealth. Ensure your personal and financial success and legacy Access insight and

data from leading experts Adopt the most useful tools and strategies for wealth management Learn how other families have successfully navigated common dilemmas When your family's wealth is at stake, knowledge is critical — and uncertainty can be dangerous. Drawn from interactions with hundreds of wealthy individuals and families, *Wealth of Wisdom* provides a definitive resource of practical solutions from the world's best financial minds. WINNER OF THE 2021 JOYCE CAROL OATES PRIZE NAMED A BEST BOOK OF 2020 BY O MAGAZINE, THE NEW YORKER, THE WASHINGTON POST, REAL SIMPLE, THE GUARDIAN, AND MORE FINALIST FOR: THE STORY PRIZE, THE L.A. TIMES BOOK PRIZE, THE ASPEN WORDS LITERARY PRIZE, THE CHAUTAUQUA PRIZE "Sublime short stories of race, grief, and belonging . . . an extraordinary new collection . . ." —The New Yorker "Evans's new stories present rich plots reflecting on race relations, grief, and love . . ." —The New York Times Book Review, Editor's Choice "Danielle Evans demonstrates, once again, that she is the finest short story writer working today." —Roxane Gay, *The New York Times*-bestselling author of *Difficult Women* and *Bad Feminist* The award-winning author of *Before You Suffocate Your Own Fool Self* brings her signature voice and insight to the subjects of race, grief, apology, and American history. Danielle Evans is widely acclaimed for her blisteringly smart voice and X-ray insights into complex human relationships. With *The Office of Historical Corrections*, Evans zooms in on particular moments and relationships in her characters' lives in a way that allows them to speak to larger issues of race, culture, and history. She introduces us to Black and multiracial characters who are experiencing the universal confusions of lust and love, and getting walloped by grief—all while exploring how history haunts us, personally and collectively. Ultimately, she provokes us to think about the truths of American history—about who gets to tell them, and the cost of setting the record straight. In "Boys Go to Jupiter," a white college student tries to reinvent herself after a photo of her in a Confederate-flag bikini goes viral. In "Richard of York Gave Battle in Vain," a photojournalist is forced to confront her own losses while

attending an old friend's unexpectedly dramatic wedding. And in the eye-opening title novella, a black scholar from Washington, DC, is drawn into a complex historical mystery that spans generations and puts her job, her love life, and her oldest friendship at risk. The Handbook on Teaching Social Issues, 2nd edition, provides teachers and teacher educators with a comprehensive guide to teaching social issues in the classroom. This second edition re-frames the teaching of social issues with a dedicated emphasis on issues of social justice. It raises the potential for a new and stronger focus on social issues instruction in schools. Contributors include many of the leading experts in the field of social studies education. Issues-centered social studies is an approach to teaching history, government, geography, economics and other subject related courses through a focus on persistent social issues. The emphasis is on problematic questions that need to be addressed and investigated in-depth to increase social understanding, active participation, and social progress. Questions or issues may address problems of the past, present, or future, and involve disagreement over facts, definitions, values, and beliefs arising in the study of any of the social studies disciplines, or other aspects of human affairs. The authors and editor believe that this approach should be at the heart of social studies instruction in schools.

ENDORSEMENTS "At a time when even the world's most stable democracies are backsliding towards autocratic rule, Ronald Evans has pulled together an essential guide for teachers who want to do something about it. The 2nd edition of the Handbook on Teaching Social Issues is a brilliant and timely collection that should be the constant companion for teachers across the disciplines." Joel Westheimer University Research Chair in Democracy and Education University of Ottawa "The Handbook on Teaching Social Issues (2nd edition) is a fantastic resource for teachers, teacher educators, and professional development specialists who are interested in ensuring that social issues are at the center of the curriculum. The chapters are focused on the most important contemporary thinking about what social issues are, why they

are so important for young people to learn about, and what research indicates are the most effective pedagogical approaches. The wide-ranging theoretical and practical expertise of the editor and all of the chapter authors account for why this handbook makes such an exceptional contribution to our understanding of how and why the social issues approach is so important and stimulating." Diana Hess Dean, UW-Madison School of Education Karen A. Falk Distinguished Chair of Education "Democracy, both as a form of governance and a reservoir of principles and practices, faces an existential threat. The Handbook on Teaching Social Issues is a perfectly-timed and wonderfully engaging exploration of what lies at the heart of social studies curriculum: social inquiry for democratic life. The authors provide conceptual frames, classroom strategies and deep insights about the complex and utterly crucial work of education for democratic citizenship. Education like that conceptualized and described in this volume is a curative so needed at this critical moment. Ron Evans and his colleagues have delivered, assembling an outstanding set of contributions to the field. The Handbook underscores John Dewey's now-haunting invocation that democracy must be renewed with each generation and an education worthy of its name is the handmaiden of democratic rebirth." William Gaudelli Dean and Professor Lehigh University "This volume is so timely and relevant for democratic education. Instead of retreating to separate ideological corners, the authors in this handbook invite us to engage in deliberative discourse that requires civic reasoning and often requires us to meet in a place that serves us all." Gloria Ladson-Billings, Professor Emerita Department of Curriculum & Instruction University of Wisconsin President, National Academy of Education Fellow, AERA, AAAS, and Hagler Institute @ Texas A&M "At the heart of our divisive political and social climate is the need to understand and provide clarity over polarizing concepts. Historically, confusion and resistance has hindered the nation's growth as a democratic nation. Typically, the most vulnerable in our society has suffered the most from our unwillingness to

reconceptualize society. The Handbook on Teaching Social Issues, 2nd edition, is a good step in helping social studies educators, students, and laypersons realize a new society that focuses on equity. With over 30 chapters, Ronald Evans and his colleagues' centered inquiry, critical thinking, controversy, and action to challenge ideologies and connect social studies to student's lives and the real world. The first edition helped me as a young social studies teacher; I am excited to use the 2nd edition with my teacher education students!" LaGarrett King Isabella Wade Lyda and Paul Lyda Professor of Education Founding Director, CARTER Center for K-12 Black history education University of Missouri "Ronald Evans has curated a collection of informative contributions that will serve as an indispensable resource for social studies educators committed to engaging their students in the thoughtful examination of social issues. The Handbook on Teaching Social Issues, 2nd edition, articulates the historical, definitional, and conceptual foundations of social issues education. It offers clear presentations of general guidelines for unit planning, discussion methods, and assessment. It identifies specific teaching strategies, resources, and sample lessons for investigating a range of persistent and contemporary social issues on the elementary, middle, and secondary levels through the social studies disciplines. Updated with perspectives on education for social justice that have emerged since the first edition, this edition effectively situates social issues education in the contemporary sociopolitical milieu. The Handbook on Teaching Social Issues, is a timely, accessible, and practical guide to involving students in a vital facet of citizenship in a democracy." William G. Wraga, Professor Dean's Office Mary Frances Early College of Education University of Georgia "The Handbook on Teaching Social Issues, 2nd edition is a long-awaited, welcome, and timely volume. It is apparent that the foundational tenets of the first edition have served social studies professionals well over the past 25 years, given the growth of social issues scholarship showcased in this new edition. Notable is the re-

framing and presentation here of scholarship through a social justice lens. I appreciate the offering of unique tools on an array of specific, critical topics that fill gaps in our pedagogical content knowledge. This volume will sit right alongside my dog-eared 1996 edition and fortify many methods courses, theses, and dissertations to come. Sincere thanks to the editor and authors for what I am certain will be an enduring, catalyzing contribution." Nancy C. Patterson Professor of Education Social Studies Content Area Coordinator Bowling Green State University "The Handbook on Teaching Social Issues is a tool that every informed social studies educator should have in their instructional repertoire. Helping students understand how to investigate and take action against problems is essential to developing a better world. The articles in this handbook provide explanations and reasonings behind issues-centered education as well as strategies to employ at every age level of learning. I look forward to using this edition with the K-12 social studies teachers in my district in order to better prepare our students for future learning and living." Kelli Hutt, Social Studies Curriculum Facilitator Dallas Center-Grimes CSD Grimes, Iowa "Ron Evans has chosen an appropriate time to create a companion publication to the first Handbook on Teaching Social Issues published in 1996. During the last few years, social studies teachers have been confronted by student inquiries on a plethora of historical and contemporary issues that implores for the implementation of an interdisciplinary approach to the teaching of anthropology, economics, geography, government, history, sociology, and psychology in order for students to make sense of the world around them and develop their own voices. This demands a student centered focus in the classroom where problematic questions must be addressed and investigated in depth in order to increase social understanding and active participation toward social progress. This volume provides crucial upgrades to the original handbook including a greater emphasis on teaching issues in the elementary grades, the inclusion of issues pertaining to human rights, genocide and sustainability to be addressed in the secondary

grades, and addressing issues related to disabilities." Mark Previde, Associate Professor of Secondary Education University of Pittsburgh-Johnstown Chair, NCSS Issues Centered Education Community Thurgood Marshall--the first black justice on the Supreme Court and a giant of the civil rights movement--jumps to life in this inspiring picture-book biography from an award-winning author and six-time Coretta Scott King, four-time Caldecott Honor-winning illustrator. Thurgood Marshall was a born lawyer--the loudest talker, funniest joke teller, and best arguer from the time he was a kid growing up in Baltimore in the early 1900s. He would go on to become the star of his high school and college debate teams, a stellar law student at Howard University, and, as a lawyer, a one-man weapon against the discriminatory laws against black Americans. After only two years at the NAACP, he was their top lawyer and had earned himself the nickname Mr. Civil Rights. He argued--and won--cases before the Supreme Court, including one of the most important cases in American history: Brown v Board of Education. And he became the first black U.S. Supreme Court Justice in history. Like its subject, here is a biography that crackles with energy and intensity--a great introduction to a great man. A Washington Post Best Book of the Year A Bank Street Best Book of the Year A Booklist Youth Editor's Choice Selection A Center for the Study of Multicultural Children's Literature's Best Book This exciting new textbook provides exceptional coverage of the essential topics taught in a modern operations management course. Its highly current coverage includes contemporary and relevant service theory and applications. Appropriate manufacturing applications and theory are included where relevant. The book's modern/strategic approach addresses OM from a cross-functional perspective, which views operations as linked to all other functional areas of an organization, such as marketing and finance. The strategic approach takes into consideration the integration of technology and how it changes the way a firm operates. Recognition of this current trend is the main differentiating factor for this Collier/Evans text. The book provides equal coverage of

manufacturing and services theory and applications, while placing an emphasis on the integration of the value chain. An elderly African American woman, en route to vote, remembers her family's tumultuous voting history in this picture book publishing in time for the fiftieth anniversary of the Voting Rights Act of 1965. As Lillian, a one-hundred-year-old African American woman, makes a "long haul up a steep hill" to her polling place, she sees more than trees and sky—she sees her family's history. She sees the passage of the Fifteenth Amendment and her great-grandfather voting for the first time. She sees her parents trying to register to vote. And she sees herself marching in a protest from Selma to Montgomery. Veteran bestselling picture-book author Jonah Winter and Coretta Scott King Illustrator Award winner Shane W. Evans vividly recall America's battle for civil rights in this lyrical, poignant account of one woman's fierce determination to make it up the hill and make her voice heard. "Moving.... Stirs up a potent mixture of grief, anger, and pride at the history of black people's fight for access to the ballot box." —The New York Times "A much-needed picture book that will enlighten a new generation about battles won and a timely call to uphold these victories in the present." —Kirkus Reviews, Starred "A valuable introduction to and overview of the civil rights movement." —Publishers Weekly, Starred "An important book that will give you goose bumps." —Booklist, Starred The central focus of this book is how organizations deliver service and the operational decisions that managers face in managing resources and delivering service to their customers. Provide a description about the book that does not include any references to package elements. This description will provide a description where the core, text-only product or an eBook is sold. Please remember to fill out the variations section on the PMI with the book only information. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Packed with relevant, real-world illustrations and cases, **QUALITY AND PERFORMANCE EXCELLENCE**, 6e presents the basic principles and tools

associated with quality and performance excellence through cutting-edge coverage that includes the latest thinking and practices from the field. This proven text has three primary objectives: familiarize students with the basic principles and methods, show how these principles and methods have been put into effect in a variety of organizations, and illustrate the relationship between basic principles and the popular theories and models studied in management courses. Extremely flexible and student friendly, the text is organized according to traditional management topics, helping students quickly see the connections between quality principles and management theories. Excellent case studies give students practical experience working with real-world issues. Many cases focus on large and small companies in manufacturing and service industries in North and South America, Europe, and Asia-Pacific. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Now beyond its eleventh printing and translated into twelve languages, Michael Porter's *The Competitive Advantage of Nations* has changed completely our conception of how prosperity is created and sustained in the modern global economy. Porter's groundbreaking study of international competitiveness has shaped national policy in countries around the world. It has also transformed thinking and action in states, cities, companies, and even entire regions such as Central America. Based on research in ten leading trading nations, *The Competitive Advantage of Nations* offers the first theory of competitiveness based on the causes of the productivity with which companies compete. Porter shows how traditional comparative advantages such as natural resources and pools of labor have been superseded as sources of prosperity, and how broad macroeconomic accounts of competitiveness are insufficient. The book introduces Porter's "diamond," a whole new way to understand the competitive position of a nation (or other locations) in global competition that is now an integral part of international business thinking. Porter's concept of "clusters," or groups of interconnected firms, suppliers,

related industries, and institutions that arise in particular locations, has become a new way for companies and governments to think about economies, assess the competitive advantage of locations, and set public policy. Even before publication of the book, Porter's theory had guided national reassessments in New Zealand and elsewhere. His ideas and personal involvement have shaped strategy in countries as diverse as the Netherlands, Portugal, Taiwan, Costa Rica, and India, and regions such as Massachusetts, California, and the Basque country. Hundreds of cluster initiatives have flourished throughout the world. In an era of intensifying global competition, this pathbreaking book on the new wealth of nations has become the standard by which all future work must be measured. Why your business isn't succeeding and what you can do about it While business consultants are having you scour over profit and loss statements, the real truth is businesses don't fail; people quit. The Way You Do Anything Is the Way You Do Everything offers a realistic, sarcastic, and fiercely honest look at how business owners fail to commit. Business success is all about mindset, and author Suzanne Evans helps you uncover your goals and blast away the obstacles that are standing in your way. She offers ways to make more money, more quickly and eliminate everything that doesn't work. Offers specific daily practices to make more money even when every odd is stacked against you Delivers the road map to abandon a job you hate and follow your professional dreams Author Suzanne Evans went from a secretary to seven figure success, and her story has helped her to mentor thousands to change their lives, businesses, and finances forever Take complete control over your life, build wealth faster, and create a business that not only makes money but also makes a difference. CengageNOW is an easy-to-use online resource that helps you study in less time to get the grade you want. Electronic Inspection Copy available for instructors here A new addition to the SAGE Study Skills series, this book is an invaluable resource for any business and management student intending to do a work placement as part of their degree. The text provides practical and thorough advice to help students

select, prepare and navigate through organizational life. The book covers every step of the work placement process, from planning, making contact and interviewing, through to reflective learning and how to make the most of the placement experience and the opportunities it presents for future careers. Each chapter features testimonials from students who have done placement years, offering experiences and advice. Checklists to help students cover every consideration for commencing on their placement. An extensive list of useful websites and contacts, as well as further reading suggestions. SAGE Study Skills are essential study guides for students of all levels. From how to write great essays and succeeding at university, to writing your undergraduate dissertation and doing postgraduate research, SAGE Study Skills help you get the best from your time at university. Visit the SAGE Study Skills website for tips, quizzes and videos on study success! #1 NEW YORK TIMES BEST SELLER • At last, a book that shows you how to build—design—a life you can thrive in, at any age or stage. Designers create worlds and solve problems using design thinking. Look around your office or home—at the tablet or smartphone you may be holding or the chair you are sitting in. Everything in our lives was designed by someone. And every design starts with a problem that a designer or team of designers seeks to solve. In this book, Bill Burnett and Dave Evans show us how design thinking can help us create a life that is both meaningful and fulfilling, regardless of who or where we are, what we do or have done for a living, or how young or old we are. The same design thinking responsible for amazing technology, products, and spaces can be used to design and build your career and your life, a life of fulfillment and joy, constantly creative and productive, one that always holds the possibility of surprise. Updated throughout with new vignettes, boxes, cases, and more, this classic text blends the most recent sales management research with real-life "best practices" of leading sales organizations. The text focuses on the importance of employing different sales strategies for different consumer groups, and on integrating corporate,

business, marketing, and sales strategies. It equips students with a strong foundation in current trends and issues, and identifies the skill sets needed for the 21st century. Say goodbye to dry presentations, grueling formulas, and abstract theories that would put Einstein to sleep -- now there's an easier way to master the disciplines you really need to know. McGraw-Hill's Demystified Series teaches complex subjects in a unique, easy-to-absorb manner, and is perfect for users without formal training or unlimited time. They're also the most time-efficient, interestingly written "brush-ups" you can find. Organized as self-teaching guides, they come complete with key points, background information, questions at the end of each chapter, and even final exams. You'll be able to learn more in less time, evaluate your areas of strength and weakness and reinforce your knowledge and confidence. A time-saving, self-teaching guide to project management practice, this book coaches you through: defining a project, keys to project success, scheduling, time estimation, cost estimation, analysis, reducing risk, delivering quality, customer satisfaction, managing people, and more. Operations and Supply Management, as the title indicates, provides increased emphasis on supply chain management in the 12e. The 12e continues its market leading up-to-date coverage of service operations as well. The text includes solved examples and problems, enough cases for MBA courses to use without supplementing, and the industry leading technology support suite. Created through a student-tested, faculty-approved review process with input from more than 150 students and faculty, Collier/Evans' OM4 provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. This concise, engaging, and accessible text includes a full suite of integrated learning tools--including flashcards, cases, datasets, games, and quizzes--in a convenient and affordable package perfect for today's diverse learners. OM4 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 with exciting new

material online. 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. Created through a student-tested, faculty-approved review process with input from more than 150 students and faculty, OM3 provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. This concise, engaging, and accessible text includes a full suite of integrated learning tools--including flashcards, cases, datasets, games, and quizzes--in a convenient and affordable package perfect for today's diverse learners. OM3 contains updated examples featuring companies students will know from the news, as well as videos for every chapter, new case studies, and end-of-chapter problems, with more new material available online. Five additional chapters are available on the website for instructors who want to go 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. This all started with you, in your own classrooms and hallways. Through conversations, focus groups, surveys, and interviews, we asked you to tell us how you learn. When and where you study, and... why? Some of your comments surprised us, while others didn't: "(the book is) too long" and "too expensive." Many of you said you didn't even buy books--new OR used. And then we turned to your professors for input on the solutions that you liked best: briefer chapters and flash cards. Faculty from schools across the nation joined us online and in face-to-face focus groups to enhance our student offerings. The result? To accommodate the busy and diverse lifestyles of today's learners, a less than 385-page paperback that includes a suite of learning aids, like flash cards, cases, data sets, games, and quizzes. Introducing OM, an innovative approach to teaching and learning Operations Management that is best designed to reach you: today's students. OM says it all

using only two letters--and not only is it how most students abbreviate Operations Management in a text message, this is also the way it is referred to in most course catalogues. Most importantly, OM represents the new solution that you and your professors built together. OM, Second Edition, provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. This concise, engaging, and accessible book includes a full suite of integrated learning tools--including flashcards, cases, data sets, games, and quizzes--in a convenient and affordable package perfect for today's diverse learners. OM, Second Edition, contains updated examples featuring companies readers will know from the news, as well as additional videos, new case studies, and end-of-chapter problems, with still more new material available on the Premium Website, including five supplementary chapters for instructors who want to go further into the quantitative aspects of operations management. This title provides a streamlined introduction to the core concepts, techniques, and applications of contemporary operations management. The text combines balanced coverage of manufacturing and service operations with a full suite of proven learning tools. This exciting new textbook provides exceptional coverage of the essential topics taught in a modern operations management course. Its highly current coverage includes contemporary and relevant service theory and applications. Appropriate manufacturing applications and theory are included where relevant. The book's modern/strategic approach addresses OM from a cross-functional perspective, which views operations as linked to all other functional areas of an organization, such as marketing and finance. The strategic approach takes into consideration the integration of technology and how it changes the way a firm operates. Recognition of this current trend is the main differentiating factor for this Collier/Evans text. The book provides equal coverage of manufacturing and services theory and applications, while placing an emphasis on the integration of the value chain. 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.

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