

FOURTH EDITION

# Operations Management

Contemporary Concepts and Cases



Roger G. Schroeder

McGraw-Hill International Edition



# Operations Management Contemporary Concepts And Cases

**Roger Schroeder, M. Johnny  
Rungtusanatham, Susan Goldstein**



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and energy into outputs in the form of goods and or services The relationship of operations management to senior management in commercial contexts can be compared to the relationship of line officers to highest level senior officers in military science The highest level officers shape the strategy and revise it over time while the line officers make tactical decisions in support of carrying out the strategy In business as in military affairs the boundaries between levels are not always distinct tactical information dynamically informs strategy and individual people often move between roles over time

Contents 1 Introduction 8 1 1 What is Operations Management 8 1 2 Manufacturing and Service Operations 8 1 3 The Systems View of Operations Management 9 1 4 The Process View of Organisations 10 2 Operations Strategy 11 2 1 What is Strategy 11 2 2 Levels of Strategy 11 2 3 The Role of Operations in Strategy Development 11 2 4 Operations Competitive Priorities 12 3 Product Design and Process Selection 14 3 1 Generating Ideas 14 3 2 Product Screening 14 3 3 Preliminary Design 16 3 4 Final Design 16 3 5 Methods for Improving Product Design 17 3 6 Process Selection 17 4 Total Quality Management 20 4 1 The Cost of Quality 20 4 2 Quality Systems 22 5 Statistical Process Control 24 5 1 Chance Causes of Variation 24 5 2 Assignable Causes of Variation 24 5 3 Types of Control Charts 24 6 Supply Chain Management 25 6 1 Fluctuations in the Supply Chain 25 6 2 Supply Chain Procurement 26 6 3 Supply Chain Distribution 28 7 JIT and Lean Systems 30 7 1 Eliminate Waste 30 7 2 Continuous Improvement 30 7 3 JIT Pull Systems 31 8 Capacity Planning 33 8 1 Identifying Capacity Requirements 33 8 2 Evaluating Capacity Plans 34 Facility Location and Layout 36 9 1 Facility Location 36 9 2 Location Factors 37 9 3 Layout Design 37 9 4 Designing Product Layouts Line Balancing 40 10 Work Systems Design 42 10 1 Job Enlargement 42 10 2 Job Enrichment 43 10 3 Implementation of Work Design Approaches 43 10 4 Methods Analysis 44 10 5 Motion Study 45 10 6 Work Measurement 46 10 7 Learning Curves 49 11 Project Management 51 11 1 Project Management Activities 51 11 2 Network Analysis 52 12 Inventory Management 57 12 1 Dependent Demand 57 12 2 Independent Demand 57 Executive Education Types of Inventory 57 12 4 Inventory Decisions 58 12 5 The Economic Order Quantity EOQ Model 58 12 6 The Re Order Point ROP Model 59 12 7 The ABC Inventory Classification System 61

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online support materials for lecturers      *Handbook of Metrics for Research in Operations Management* Aleda V. Roth, 2008  
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## **Table of Contents Operations Management Contemporary Concepts And Cases**

1. Understanding the eBook Operations Management Contemporary Concepts And Cases
  - The Rise of Digital Reading Operations Management Contemporary Concepts And Cases
  - Advantages of eBooks Over Traditional Books
2. Identifying Operations Management Contemporary Concepts And Cases
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Operations Management Contemporary Concepts And Cases
  - User-Friendly Interface
4. Exploring eBook Recommendations from Operations Management Contemporary Concepts And Cases
  - Personalized Recommendations
  - Operations Management Contemporary Concepts And Cases User Reviews and Ratings
  - Operations Management Contemporary Concepts And Cases and Bestseller Lists
5. Accessing Operations Management Contemporary Concepts And Cases Free and Paid eBooks
  - Operations Management Contemporary Concepts And Cases Public Domain eBooks
  - Operations Management Contemporary Concepts And Cases eBook Subscription Services
  - Operations Management Contemporary Concepts And Cases Budget-Friendly Options
6. Navigating Operations Management Contemporary Concepts And Cases eBook Formats



- ePub, PDF, MOBI, and More
- Operations Management Contemporary Concepts And Cases Compatibility with Devices
- Operations Management Contemporary Concepts And Cases Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Operations Management Contemporary Concepts And Cases
  - Highlighting and Note-Taking Operations Management Contemporary Concepts And Cases
  - Interactive Elements Operations Management Contemporary Concepts And Cases
- 8. Staying Engaged with Operations Management Contemporary Concepts And Cases
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Operations Management Contemporary Concepts And Cases
- 9. Balancing eBooks and Physical Books Operations Management Contemporary Concepts And Cases
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Operations Management Contemporary Concepts And Cases
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Operations Management Contemporary Concepts And Cases
  - Setting Reading Goals Operations Management Contemporary Concepts And Cases
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Operations Management Contemporary Concepts And Cases
  - Fact-Checking eBook Content of Operations Management Contemporary Concepts And Cases
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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