

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

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
- S7. Capacity and Constraint Management
8. Location Strategies
9. Layout Strategies
10. Human Resources, Job Design, and Work Measurement

PART III: Managing Operations

11. Supply Chain Management
- S11. Supply Chain Management Analytics
12. Inventory Management
13. Aggregate Planning and S&OP
14. Material Requirements Planning (MRP) and ERP
15. Short-Term Scheduling

16. Lean Operations

17. Maintenance and Reliability

PART IV: Business Analytics Modules

Module A. Decision-Making Tools

Module B. Linear Programming

Module C. Transportation Models

Module D. Waiting-Line Models

Module E. Learning Curves

Module F. Simulation

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