CONTENTS

About the Authors		iv
Chapter 1	Operations Management and Value Chains	1
Chapter 2	Operations Strategy	27
Chapter 3	Technology and Operations Management	47
Chapter 4	Goods and Service Design	59
Chapter 5	Process Selection, Design, and Analysis	85
Chapter 6	Facility and Work Design	109
Chapter 7	Forecasting and Demand Planning	131
Chapter 8	Capacity Management	151
Chapter 9	Managing Inventories in Supply Chains	171
Chapter 10	Supply Chain Management and Logistics	196
Chapter 11	Resource Management	222
Chapter 12	Operations Scheduling and Sequencing	247
Chapter 13	Lean Operating Systems	273
Chapter 14	Project Management	289
Chapter 15	Introduction to Quality	315
Chapter 16	Customer Focus	361
Chapter 17	Workforce Focus	417
Chapter 18	Process Focus	469
Chapter 19	Design for Quality and Product Excellence	515
Chapter 20	Process Improvement and Six Sigma	579
Chapter 21	The Baldrige Framework for Performance Excellence	639
Appendix		677
Endnotes		681
Index		685