



Operations Management: Creating Value Along the Supply Chain

Roberta S. Russell

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Known for its comprehensive approach, this text shows operations managers how to analyse processes, ensure quality, create value, and manage the flow of information, products and services. "Operations Management: Creating Value Along the Supply Chain, 8th Edition" offers an extensive collection of exercises and solved problems to reinforce key concepts. An emphasis is placed on supply chain management and services. Information is presented on the environment and green management, and technology type OM topics as it applies to production, control, the supply chain, and global operations. The content of this text prepares operations managers for the issues they'll experience in the field.

Operations Management: Creating Value Along the Supply Chain Details

Date : Published November 4th 2013 by John Wiley & Sons (first published December 21st 2007)

ISBN : 9781118738542

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Format : Unbound 832 pages

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