

Operations Management Heizer 10th Edition Solutions

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Excel Models for Business and Operations Management - John F. Barlow 2005

Market_Desc: · Business Studies, Accounting, Finance, and Operations Management courses that offer practical computing skills as an integral part of the course syllabus· Managers and Analysts who want to develop their model-building skills Special Features: · The use of spreadsheet models in finance, business and management decision-making is on the increase· Other books on spreadsheet modeling tend to focus on applied management science and complex financial models, which restricts the market· This new edition will follow the active learning approach which focuses on the practical aspect of how to build computer models while summarizing the mathematical logic as to why the model is so constructed· A website will accompany the text, containing hands on development models to enable the reader to put theory into practice· A new chapter entitled Investment Analysis Models will be added to widen the appeal to students in finance and accounting· All references to Excel (including the Excel refresher notes in the appendix) have been upgraded to reflect the latest version of Microsoft Office (e. g. Excel 2003 and Windows XP)· Job sequencing including a VBA routine for Johnson s Rule· Multiplicative Holt-Winter s model About The Book: This text adopts an active learning approach with the emphasis being placed

on the utilization of software tools to help build models. The learn by example approach used throughout the book guides the user through the complexities of model building. Every day examples from business and operations management form the basis of the book s hands on development models that help the reader to appreciate Excel s power and flexibility.

Principles of Operations Management - Barry Render 2015-11
For courses in Operations Management. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems Principles of Operations Management: Sustainability and Supply Chain Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of issues on the market. Problems found in the Tenth Edition contain ample support-found in the book's solved-problems and worked examples-to help readers better understand concepts important to today's operations management professionals. For a more comprehensive version with the business analytic modules at the end of the text, see Heizer/Render's Operations Management: Sustainability and Supply Chain Management Plus MyOMLab with Pearson eText -- Access Card Package, 12/e (0134422406 / 9780134422404). Also Available with MyOMLab™ This title is available

with MyOMLab—an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. NOTE: You are purchasing a standalone product; MyOMLab does not come packaged with this content. If you would like to purchase both the physical text and MyOMLab search for: 0134422414 / 9780134422411 Principles of Operations Management: Sustainability and Supply Chain Management Plus MyOMLab with Pearson eText -- Access Card Package, 10/e Package consists of: 0134181980 / 9780134181981 Principles of Operations Management: Sustainability and Supply Chain Management 0134184114 / 9780134184111 MyOMLab with Pearson eText -- Access Card -- for Principles of Operations Management: Sustainability and Supply Chain Management

Operations and Production Systems with Multiple Objectives - Behnam Malakooti 2014-02-03

The first comprehensive book to uniquely combine the three fields of systems engineering, operations/production systems, and multiple criteria decision making/optimization Systems engineering is the art and science of designing, engineering, and building complex systems—combining art, science, management, and engineering disciplines. *Operations and Production Systems with Multiple Objectives* covers all classical topics of operations and production systems as well as new topics not seen in any similar textbooks before: small-scale design of cellular systems, large-scale design of complex systems, clustering, productivity and efficiency measurements, and energy systems. Filled with completely new perspectives, paradigms, and robust methods of solving classic and modern problems, the book includes numerous examples and sample spreadsheets for solving each problem, a solutions manual, and a book companion site complete with worked examples and supplemental articles. *Operations and Production Systems with Multiple Objectives* will teach readers: How operations and production systems are designed and planned How operations and production systems are

engineered and optimized How to formulate and solve manufacturing systems problems How to model and solve interdisciplinary and systems engineering problems How to solve decision problems with multiple and conflicting objectives This book is ideal for senior undergraduate, MS, and PhD graduate students in all fields of engineering, business, and management as well as practitioners and researchers in systems engineering, operations, production, and manufacturing.

Service and Operations Management - Cengiz Haksever 2017-12-26

The purpose of this book is to provide cutting-edge information on service management such as the role services play in an economy, service strategy, ethical issues in services and service supply chains. It also covers basic topics of operations management including linear and goal programming, project management, inventory management and forecasting. This book takes a multidisciplinary approach to services and operational management challenges; it draws upon the theory and practice in many fields of study such as economics, management science, statistics, psychology, sociology, ethics and technology, to name a few. It contains chapters most textbooks do not include, such as ethics, management of public and non-profit service organizations, productivity and measurement of performance, routing and scheduling of service vehicles. An Instructor's Solutions Manual is available upon request for all instructors who adopt this book as a course text. Please send your request to sales@wspc.com.

PMS - Amy Baker 2012-10-01

Sometimes PMS is just a nuisance, but sometimes it stops you in your tracks. Headaches, cramping, bloating, mood swings, fatigue—you might experience any of these and more! Sometimes it just seems impossible to be patient, kind, and emotionally stable when it's "that time of the month"! Amy Baker and Daniel Wickert walk with you through the experience of PMS and help you see how God can help you and change you, even during the most difficult time of the month. With an eye on both the physical and the spiritual aspects of your struggle, they offer helpful, practical advice, not just for managing your symptoms, but for growing in grace.

Operations Management - Jay Heizer 2019-06-30

A broad introduction to operations, reinforced with extensive practice problems Operations Management: Sustainability and Supply Chain Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of issues on the market. Solved problems and worked examples found in the 13th Edition provide ample support -- to help readers better understand concepts important to today's operations management professionals.

Linux Operations and Administration - Alfred Basta 2012-07-23

LINUX OPERATIONS AND ADMINISTRATION introduces readers to Linux operations and system administration through a unified installation, using virtual machines. This text is more effective than those that take a professional approach because it eliminates confusion from working with differing hardware configurations, while allowing users to test interoperability between Linux and Windows. Detailed, yet reader-friendly, Linux Operations and Administration makes it easy to learn Linux and practice it with helpful in-text features like learning objectives and key terms, as well as items for self assessment such as review questions, hands-on activities, and case projects. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Service Management - Cengiz Haksever 2013-06-11

Tie customer-driven strategies to service operations and process management, and sharpen your focus on creating customer value throughout your entire service organization! This comprehensive, multidisciplinary reference thoroughly covers today's most effective theories and methods for managing service organizations, drawing on innovative insights from economics, consumer behavior, marketing, strategy, and operations management. Leading experts Cengiz Haksever and Barry Render provide crucial insights into emerging service operation and supply chain topics, reinforcing key points with up-to-date case studies. Service Management contains a valuable chapter-length introduction to linear and goal programming and its services

applications; and also addresses many other topics ignored by competitive texts, such as: Service SCM methods and approaches Focusing on customers and their service purchase behavior Service productivity Managing public and private nonprofit service organizations Vehicle routing and scheduling Ethical challenges to SCM Service Management will be an invaluable resource for senior and mid-level managers throughout any service organization, and for students and faculty in any graduate or upper-level undergraduate program in service management, service operations management, or operations management

Recent Trends in Social and Behaviour Sciences - Ford Lumban Gaol 2014-02-27

The human aspect plays an important role in the social sciences. The behaviour of people has become a vital area of focus in the social sciences as well. Recent Trends in Social and Behaviour Sciences contains papers that were originally presented at the International Congress on Interdisciplinary Behavior and Social Sciences, held 4-5 November 201

Business Information Systems - Witold Abramowicz 2014-05-17

This book contains the refereed proceedings of the 17th International Conference on Business Information Systems, BIS 2014, held in Larnaca, Cyprus, in May 2014. The BIS conference series follows trends in academic and business research; thus, the theme of the BIS 2014 conference was "Big Data: Problems Solved and Remaining Challenges." Currently, big data is one of the most prominent trends in areas such as recommendation engines, fraud detection, risk modeling, marketing campaign and social network analysis. The 22 revised full papers were carefully reviewed and selected from 58 submissions. They are grouped into sections on big data, business process management, ontologies and conceptual modeling, collaboration, service science and interoperability and specific BIS applications.

Production and Operations Management - Jay H. Heizer 1991

Global Supply Chain and Operations Management - Dmitry Ivanov

2016-07-20

This textbook presents global supply chain and operations management from a comprehensive perspective, combining value creation networks and interacting processes. It focuses on the operational roles in the networks and presents the quantitative and organizational methods needed to plan and control the material, information and financial flows in the supply chain. Each chapter of the book starts with an introductory case study. Numerous examples from various industries and services help to illustrate the key concepts. The book explains how to design operations and supply networks and how to incorporate suppliers and customers. As matching supply and demand is a core aspect of tactical planning, the book focuses on it before turning to the allocation of resources for fulfilling customer demands. Providing readers with a working knowledge of global supply chain and operations management, this textbook can be used in core, special and advanced classes.

Therefore, the book targets a broad range of students and professionals involved with supply chain and operations management. Special focus is directed at bridging theory and practice.

Proceedings of the XVI International symposium Symorg 2018 - Nevenka Žarkić-Joksimović 2018-06-12

Modeling Methods for Business Information Systems Analysis and Design - Erben, Selin 2018-12-28

The field of information systems analysis and design includes numerous evolving modelling methods and notations. Even with some attempts to standardize, new modelling methods are constantly being introduced that significantly impact the way information systems are analyzed and designed in practice. Modeling Methods for Business Information Systems Analysis and Design is a collection of innovative research on the methods and applications of knowledge systems and their applications within organizational settings. While highlighting topics including finance, operational planning, and enterprise models, this book is ideally designed for academicians, professionals, and organizational researchers seeking current research on organizational design.

Operations Management - William J. Stevenson 2007

Operations Management (Arab World Edition) - Jay Heizer 2013-04-30

A simplified and relevant appraisal of key aspects of Operations Management, especially tailored for an Arab audience. The text covers the discipline's essential theory, and directly applies it to real life, local business scenarios for contextualised and engaged student learning.

Operations Management - Lee J. Krajewski 2012-02-27

Creating value through Operations Management. Operations Management provides readers with a comprehensive framework for addressing operational process and supply chain issues. This text uses a systemized approach while focusing on issues of current interest. NOTE: This is the standalone book, if you want the book/access card order the ISBN below: 0132960559 / 9780132960557 Operations Management: Processes and Supply Chains Plus NEW MyOMLab with Pearson eText -- Access Card Package Package consists of 0132807394 / 9780132807395 Operations Management: Processes and Supply Chains 0132940477 / 9780132940474 NEW MyOMLab with Pearson eText -- Access Card -- for Operations Management: Processes and Supply Chains

Operations Management - B. Mahadevan 2010

"Covers the core concepts and theories of production and operations management in the global as well as Indian context. Includes boxes, solved numerical examples, real-world examples and case studies, practice problems, and videos. Focuses on strategic decision making, design, planning, and operational control"--Provided by publisher.

Introduction to Global Business: Understanding the International Environment & Global Business Functions - Julian Gaspar 2016-01-01

The global business environment is rapidly changing due to shifts in geopolitical alliances, active support of global international institutions in promoting market-oriented economic reforms, and advances in the development and use of information technology. INTRODUCTION TO GLOBAL BUSINESS, 2e addresses these challenges by providing a comprehensive analysis of the global business environment and lays the

foundation for the functional tools used to better prepare you to manage the global business landscape. The text flows smoothly and clearly from concept to application, asking you to apply those learning skills into real-world personal and professional applications. The specialized author team introduces globalization through unparalleled scholarship and a world-view presentation of the fundamental pillars of the global business environment -- culture, ethics, economics, and information technology.

Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Operations Management - Jay H. Heizer 2014

For undergraduate Operations Management courses. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems. Operations Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of problems on the market. The problems found in this text also contain ample support--found in the book's solved-problems, worked examples, and myomlab, Pearson's new online homework and tutorial system--to help students complete and understand assignments even when they're not in class.

Note: This is the standalone book, if you want the book/access card order the ISBN below: 0133130762 / 9780133130768 Operations Management Plus NEW MyOmLab with Pearson eText -- Access Card Package Package consists of: 013292062X / 9780132920629 NEW MyOMLab with Pearson eText -- Access Card -- for Operations Management 0132921146 / 9780132921145 Operations Management

Process Management and Organizational Process Maturity - Anna Kosieradzka 2021-02-02

This book addresses the need for a better understanding of the design, implementation and improvement of process management. It presents and organizes concepts and problems in the field of process management, and indicates supporting tools assigned to each of the four basic stages of the process life cycle (modeling, implementation, verification and perfection). By comparing non-economic and economic organisations, the authors demonstrate that a uniform approach to

process management (one that does not take into account the specifics of an organizations goals) is ineffective; instead, process management needs to account for the individuality of an organisation. This book will appeal to researchers studying process and organizational excellence.

The Future Opportunities and Challenges of Business in Digital Era 4.0 - Satria Bangsawan 2020-07-24

One of the main challenges faced by all entrepreneurs, is the need to growth. Growth is part of all organizations, it implies continuous growth of sales, purchases, number of employees, profit and thus the growth of the enterprise. Most innovations that are part of the organizations are derived from the internal organization. Industrial Revolution 4.0 provides both opportunities and challenges to all entrepreneurs to grow their business. The rapid development of technology and all digital aspects create opportunities of innovation in organizations. These proceedings provide details beyond what is possible to be included in an oral presentation and constitute a concise but timely medium for the dissemination of recent research results. It will be invaluable to professionals and academics in the field of business, entrepreneurship and economics to get an understanding of recent research developments.

Operations and Supply Chain Management - Roberta S. Russell 2020-05-07

Russell and Taylor's Operations and Supply Chain Management, 9th Edition is designed to teach students how to analyze processes, ensure quality, create value, and manage the flow of information and products, while creating value along the supply chain in a global environment. Russell and Taylor explain and clearly demonstrate the skills needed to be a successful operations manager. Most importantly, Operations Management, 9th Edition makes the quantitative topics easy for students to understand and the mathematical applications less intimidating. Appropriate for students preparing for careers across functional areas of the business environment, this text provides foundational understanding of both qualitative and quantitative operations management processes.

Principles of Operations Management - Barry Render 2018-10
Original edition: Principles of operations management: building and

managing world-class operations / Barry Render, Jay Heizer. c1995.
The Supply Chain Management Casebook - Chuck Munson 2013
30 up-to-date case studies illuminate every aspect of modern supply chain management • Risk management, analytics, global supply chain issues, and much more • Innovative processes, technologies, strategies, and tactics • An indispensable resource for both students and practitioners This casebook brings together 30 focused cases addressing virtually every aspect of supply chain management, from procurement to warehousing, strategy to risk management, IT to supplier selection and ethics. A global team of contributors presents key challenges in industries ranging from pharmaceuticals to fashion and previews issues ranging from the “limits of lean” to the potential of 3-D printing. Cases vary in length and complexity, offering maximum flexibility to both instructors and readers; a convenient table provides fast access to specific topics. Qualitative cases are supported by relevant discussion questions and sample responses; quantitative cases are supported by completed numerical solutions, and, where applicable, associated spreadsheets.

Principles of Operations Management - Jay H. Heizer 2011

For the core course in Operations Management. Principles of Operations Management offers students and professors the largest and most diverse problems sets in the industry, as well as providing solved problems and step-by-step worked examples to help students learn outside of the classroom. A more comprehensive version is also available called Operations Management, 10e.

Service Management - James A. Fitzsimmons 2004

Operations Management - Robert Dan Reid 2010

With its abundance of step-by-step solved problems, concepts, and examples of major real-world companies, this text brings unparalleled clarity and transparency to the course. In the new Fourth Edition, all aspects of operations management are explained—its critical impact in today’s business environments, its relation to every department in an organization, and the importance of an integrated supply chain focus.

Quantitative and qualitative topics are balanced, and students are guided through the coursework that will help lay the foundations for their future careers.

Operations Management in the Supply Chain - Roger G. Schroeder 2013-01-01

Operations Management in the Supply Chain: Decisions and Cases is an ideal book for the instructor seeking a short text with cases. This book employs a cross-functional perspective that emphasizes strategy and critical thinking, appealing to non-majors and practical for use in an MBA level or undergraduate course in operations management. The size and focus of the book also make the text attractive for the cross-functional curriculum where students are required to purchase more than one text. The sixteen cases offer variety in length and rigor; and several are from Ivey, Stanford, and Darden. This mix makes the book appropriate for both undergraduates and MBA students.

Operations Management, 11/e - Jay Heizer 2016

Features - Operations Management: Sustainability and Supply Chain Management provides a broad introduction to operations in the contemporary business environment. It explains operations management (OM) concepts in a realistic and practical manner by using case studies related to a wide range of products, services, and sectors from around the globe. An extensive collection of practice problems is included in the book to encourage application-oriented, active learning. These problems are supported by various solved problems and worked examples that can help students to complete and understand assignments even when they are not in class.

Modern Database Management - Jeff Hoffer 2015-07-13

Provide the latest information in database development Focusing on what leading database practitioners say are the most important aspects to database development, Modern Database Management presents sound pedagogy, and topics that are critical for the practical success of database professionals. The Twelfth Edition further facilitates learning with illustrations that clarify important concepts and new media resources that make some of the more challenging material more

engaging. Also included are general updates and expanded material in the areas undergoing rapid change due to improved managerial practices, database design tools and methodologies, and database technology.

Decision Making in Service Industries - Javier Faulin 2012-08-08

In real-life scenarios, service management involves complex decision-making processes usually affected by random or stochastic variables. Under such uncertain conditions, the development and use of robust and flexible strategies, algorithms, and methods can provide the quantitative information necessary to make better business decisions. *Decision Making in Service Industries: A Practical Approach* explores the challenges that must be faced to provide intelligent strategies for efficient management and decision making that will increase your organization's competitiveness and profitability. The book provides insight and understanding into practical and methodological issues related to decision-making processes under uncertainty in service industries. It examines current and future trends regarding how these decision-making processes can be efficiently performed for better design of service systems by using probabilistic algorithms as well as hybrid and simulation-based approaches. Traditionally, many quantitative tools have been developed to make decisions in production companies. This book explores how to use these tools for making decisions inside service industries. Thus, the authors tackle strategic, tactical, and operational problems in service companies with the help of suitable quantitative models such as heuristic and metaheuristic algorithms, simulation, or queuing theory. Generally speaking, decision making is a hard task in business fields. Making the issue more complex, most service companies' problems are related to the uncertainty of the service demand. This book sheds light on these types of decision problems. It provides studies that demonstrate the suitability of quantitative methods to make the right decisions. Consequently, this book presents the business analytics needed to make strategic decisions in service industries.

Proceedings of the XV International symposium Symorg 2016 - Ondrej Jaško 2016-06-03

Fundamentals of Business (black and White) - Stephen J. Skripak 2016-07-29

(Black & White version) *Fundamentals of Business* was created for Virginia Tech's MGT 1104 Foundations of Business through a collaboration between the Pamplin College of Business and Virginia Tech Libraries. This book is freely available at: <http://hdl.handle.net/10919/70961> It is licensed with a Creative Commons-NonCommercial ShareAlike 3.0 license.

Handbook of Research on Transdisciplinary Knowledge Generation - Wang, Victor X. 2019-04-19

Traditional methods of viewing the world through the scientific method or instrumental knowledge do not adequately serve the needs of theory, research, and practice within an increasingly complex world. Through transdisciplinary theory, the focus is on a new form of learning and problem solving involving cooperation among different parts of society to meet the complex challenges of society. *The Handbook of Research on Transdisciplinary Knowledge Generation* is a critical scholarly resource that examines mutual learning across disciplinary lines as a strategy by which to understand the world and apply practical knowledge. Featuring a wide array of topics such as linguistic diversity, medical education, and social constructivism, this book is essential for educational professionals, researchers, students, administrators, and academicians.

Omni-Channel Retail and the Supply Chain - Paul Myerson 2020-11-25

The days of going to the local department store to buy a television, view the options available and make a purchase, now seem "quaint." The emergence of the internet, smart phones, social media, and other technologies has opened a world of new options for consumers (and businesses) to review, research, and buy online with an ever-increasing array of delivery options. The emergence of e-commerce has resulted in what is commonly known today as "omni-channel" marketing, in which customers engage with companies in a variety of ways, including in a physical store, online via websites and mobile apps. This process puts the supply chain "front and center" as consumers are increasingly demanding and browse, buy, and return goods through various channels

and not just the traditional "brick and mortar" way. To accomplish this with high levels of service while remaining profitable, requires real-time visibility of inventory across the supply chain and a single view of the consumer as they continuously move from one channel to another. While this is a boon to consumers, it has made the already complex global supply chain even more challenging to manage. On top of that, the 2020 Covid19 Pandemic has accelerated this omni-channel retail trend as consumers need even more ways to order and additional options for last mile delivery, such as curbside pickup. Covid19 has exposed the lack of flexibility and readiness resulting in shortages of everything from toilet paper and meats to "PPE" (personal protective equipment) and ventilators, due to a variety of capacity and inventory allocation issues. It has been a real-life example of the "bullwhip effect", where variability at the consumer end of the supply chain results in increased variability as you go upstream towards distributors, manufacturers, and suppliers. This results in shortages, misallocation, and increased costs. No longer can a manufacturer, distributor, or retailer of consumer products just "fill the pipeline" and wait for orders to come in. Now they must anticipate the various purchase and delivery items, while at the same time minimize costs. To do this is no easy task, requiring a Lean, agile, and responsive supply chain. Until now, there was no existing "playbook" for organizations to navigate their way through this new world. This book describes the impact of omni-channel marketing on the supply chain and logistics functions, and is intended to help management meet the needs of not only today's ever-changing world but to anticipate what may be required in the future to achieve superior customer service, profitability, and a competitive advantage.

International Business - Ehud Menipaz 2011-04-06

This book shows students how international business differs from local or national business, and discusses the fundamental challenges and emerging trends in international business. It looks at the impact of globalization, corporate social responsibility, and the ever expanding use of digital technology on corporate strategies and executive decisions. It provides students with a broad overview of the subject, while guiding

them through the practical issues and context of international business with the use of a range of examples, and cases and discussion questions drawn from around the world.

Principles of Operations Management - Jay Heizer 2011-07-14

ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. Packages Access codes for Pearson's MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental books If you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codes Access codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase. --

Operations Management - Roberta S. Russell 2009

Featuring an ideal balance of managerial issues and quantitative techniques, this introduction to operations management keeps pace with current innovations and issues in the field. It presents the concepts clearly and logically, showing readers how OM relates to real business. The new edition also integrates the experiences of a real company throughout each chapter to clearly illustrate the concepts. Readers will find brief discussions on how the company manages areas such as inventory and forecasting to provide a real-world perspective.

Lean and Technology - Paul A. Myerson 2016-10-28

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Focus Your Supply Chain Technology Investments to Reduce Risk and Maximize Competitiveness Lean, Six Sigma, and related approaches offer immense potential for improving

competitiveness, cost, and customer experience—if you can overcome the challenges of planning and implementation. The well-targeted use of technology can dramatically reduce your risks and accelerate your progress. Until now, however, many guidebooks and consultants have treated Lean primarily as a “pen and pencil” technique. *Lean and Technology* is the first complete guide to integrating Lean thinking with proven, affordable, and emerging technologies. You’ll learn how companies are linking strategy, the value chain, and IT—and how they are executing on their plans to achieve real competitive advantage. Step by step, Myerson shows how to use the proven six-step SCOR Model to organize the integration of technology with all key supply chain and operations processes. You’ll discover how to: PLAN to optimize supply chain networks, demand forecasting, master production scheduling, and

S&OP SOURCE more effectively with today’s MRP and procurement/e-procurement technologies MAKE higher-value “lean production” products with modern ERP, MES, and short-term scheduling systems DELIVER the right customer solutions at the right time and cost via advanced DRP, TMS, and order fulfillment systems RETURN products and materials with state-of-the-art reverse logistics systems ENABLE continuous improvement via carefully chosen measurements, metrics, and analytics Throughout, Myerson presents easy-to-use tools, methodologies, best practices, and real-world examples: all you need to improve speed, accuracy, integration, and collaboration across complex supply chains. He concludes by previewing emerging technologies for maintaining and extending the competitive advantage you’ve already built.