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important business drivers performance, growth and sustainability—the text will help students explore and understand the vital importance of IT's role vis-a-vis the three components of business performance improvement: people, processes, and technology. The book also features a blended learning approach that employs content that is presented visually, textually, and interactively to enable students with different learning styles to easily understand and retain information. Coverage of next technologies is up to date, including cutting-edged technologies, and case studies help to reinforce material in a way that few texts can.

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Professor Ozgur teaches Management Science, Operations, and Statistics using Excel, at the undergrad and MBA levels at Valparaiso University --and Ozgur developed and tested all examples, problems and cases with his students. The authors have written this text for students who have no significant mathematics training and only the most elementary experience with Excel.

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and Behavior reflect new and emerging developments influencing international managers. With integrated real-world examples, research, and practical applications, students understand how to adjust, adapt, and navigate the changing global business landscape and respond to global challenges-making it a market-leader. The authors retain research and practices over the past decades, and incorporate new and emerging developments affecting international managers to increase students' effectiveness in managing across cultures. The 11th edition has the following chapter distribution: environment (three chapters),

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culture (four chapters), strategy (four chapters), and organizational behavior/human resource management (three chapters).

Global Supply Chain and Operations Management

Principles of Operations Management

Sustainability and Supply Chain Management

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On-Demand Strategies for Performance, Growth and Sustainability

Introduction to Probability Models, Tenth Edition, provides an introduction to elementary probability theory and stochastic processes. There are two approaches to the study of

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probability theory. One is heuristic and nonrigorous, and attempts to develop in students an intuitive feel for the subject that enables him or her to think probabilistically. The other approach attempts a rigorous development of probability by using the tools of measure theory. The first approach is employed in this text. The book begins by introducing basic concepts of probability theory, such as the random variable, conditional probability, and conditional expectation. This is followed by discussions of stochastic processes, including Markov chains and Poisson processes. The remaining chapters cover queuing, reliability theory, Brownian motion, and simulation. Many examples are worked out throughout the text, along with exercises to be solved by students. This book

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will be particularly useful to those interested in learning how probability theory can be applied to the study of phenomena in fields such as engineering, computer science, management science, the physical and social sciences, and operations research. Ideally, this text would be used in a one-year course in probability models, or a one-semester course in introductory probability theory or a course in elementary stochastic processes. New to this Edition: 65% new chapter material including coverage of finite capacity queues, insurance risk models and Markov chains Contains compulsory material for new Exam 3 of the Society of Actuaries containing several sections in the new exams Updated data, and a list of commonly used notations and

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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

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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.

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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

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Projects continue to grow larger, increasingly strategic, and more complex, with greater collaboration, instant feedback, specialization, and an ever-expanding list of stakeholders. Now more than ever, effective project management is critical for the

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success of any deliverable, and the demand for qualified Project Managers has leapt into nearly all sectors. Project Management provides a robust grounding in essentials of the field using a managerial approach to both fundamental concepts and real-world practice. Designed for business students, this text follows the project life cycle from beginning to end to demonstrate what successful project management looks like on the ground. Expert discussion details specific techniques and applications, while guiding students through the diverse skill set required to select, initiate, execute, and evaluate today's projects. Insightful coverage of change management provides clear guidance on handling the organizational, interpersonal, economic, and technical glitches

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that can derail any project, while in-depth cases and real-world examples illustrate essential concepts in action.

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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

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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. Completely updated and revised, this eleventh edition arms managers with the

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business tools they'll need to succeed. The text presents managerial concepts and theory related to the fundamentals of planning, leading, organising, and controlling with a strong emphasis on application. It offers new information on the changing nature of communication through technology. Focus is also placed on ethics to reflect the importance of this topic, especially with the current economic situation. This includes all new ethics boxes

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throughout the chapters. An updated discussion on the numerous legal law changes over the last few years is included as well. Managers will be able to think critically and make sound decisions using this text because the concepts are backed by many applications, exercises, and cases. The landmark project management reference, now in a new edition Now in a Tenth Edition, this industry-leading project management "bible" aligns its

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streamlined approach to the latest release of the Project Management Institute's Project Management Body of Knowledge (PMI®'s PMBOK® Guide), the new mandatory source of training for the Project Management Professional (PMP®) Certification Exam. This outstanding edition gives students and professionals a profound understanding of project management with insights from one of the best-known and respected authorities on the subject.

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From the intricate framework of organizational behavior and structure that can determine project success to the planning, scheduling, and controlling processes vital to effective project management, the new edition thoroughly covers every key component of the subject. This Tenth Edition features: New sections on scope changes, exiting a project, collective belief, and managing virtual teams More than twenty-five case studies,

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A Decision-Oriented Introduction to the
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Sustainability

Sport Facility Operations Management

Project Management

PRINCIPLES OF MANAGEMENT, 12E, International Edition takes a practical, student-oriented approach toward teaching management with an emphasis on current topics, including issues of diversity, ethics, and technology. The student-friendly content features references to pop culture and cites current publications of interest to students. In addition to providing the management framework and introducing students to contemporary management

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topics, the text provides experiential activities to get students thinking and acting like real-life managers. A robust network of supplements helps students to understand the hands-on, real-world application of chapter concepts.

Since the beginning of mankind on Earth, if the "busyness" process was successful, then some form of benefit sustained it. The fundamentals are obvious: get the right inputs (materials, labor, money, and ideas); transform them into highly demanded, quality outputs; and make it available in time to the end consumer. Illustrating how operations

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relate to the rest of the organization, Production and Operations Management Systems provides an understanding of the production and operations management (P/OM) functions as well as the processes of goods and service producers. The modular character of the text permits many different journeys through the materials. If you like to start with supply chain management (Chapter 9) and then move on to inventory management (Chapter 5) and then quality management (Chapter 8), you can do so in that order. However, if your focus is product line stability and quick response time to competition, you

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may prefer to begin with project management (Chapter 7) to reflect the continuous project mode required for fast redesign rapid response. Slides, lectures, Excel worksheets, and solutions to short and extended problem sets are available on the Downloads / Updates tabs. The project management component of P/OM is no longer an auxiliary aspect of the field. The entire system has to be viewed and understood. The book helps students develop a sense of managerial competence in making decisions in the design, planning, operation, and control of manufacturing, production, and operations

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systems through examples and case studies. The text uses analytical techniques when necessary to develop critical thinking and to sharpen decision-making skills. It makes production and operations management (P/OM) interesting, even exciting, to those who are embarking on a career that involves business of any kind.

Anybody working in sport management will be involved in the operation of a sports facility at some point in their career. It is a core professional competency at the heart of successful sport business. Sport Facility Operations Management is a

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comprehensive and engaging textbook which introduces cutting-edge concepts in facilities and operations management, including practical guidance from professional facility managers. Now in a fully revised and updated second edition—which introduces new chapters on capital investment and operational decision-making—the book covers all fundamental aspects of sport facility operations management from a global perspective, including: ownership structures and financing options planning, design, and construction processes organizational and human resource management financial and

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reading, and appendices with relevant supplemental documentation. With a clear structure running from planning through to the application of core management disciplines, Sport Facility Operations Management is essential reading for any sport management course.

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

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Contributing Authors David S. Bright, Wright State University Anastasia H. Cortes, Virginia Tech University Eva Hartmann, University of Richmond K. Praveen Parboteeah, University of Wisconsin-Whitewater Jon L. Pierce, University of Minnesota-Duluth Monique Reece Amit Shah, Frostburg State University Siri Terjesen, American University Joseph Weiss, Bentley University Margaret A. White, Oklahoma State University Donald G. Gardner, University of Colorado-Colorado Springs Jason

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The Eleventh Edition of Stevenson's Operations Management features integrated, up-to-date coverage of current topics and industry trends, while preserving the core concepts that have made the text the market leader in this course for over a decade. Stevenson's careful explanations and approachable format support students in understanding the important operations management concepts as well as applying tools and methods with an emphasis on problem solving. Through detailed

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examples and solved problems, short cases and readings on current issues facing businesses, and auto-gradable end of chapter problems and application-oriented assignments available in Connect Operations Management, students learn by doing, and the Eleventh Edition continues to offer more support for 'doing Operations' than any other.

Marketing Management, 9/e, by Peter and Donnelly, is praised in the market for its organization, format, clarity, brevity and flexibility. The goal of this text is to enhance students' knowledge of marketing management and to advance their skills in utilizing this knowledge to develop and maintain successful marketing strategies. The six

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important to today's operations management professionals. This text is available in two versions: Operations Management, 13th Edition, a hardcover, and Principles of Operations Management, 11th Edition, a paperback. Both books include the identical core Chapters 1–17.

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Principles of Operations Management:
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Management, Global Edition

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