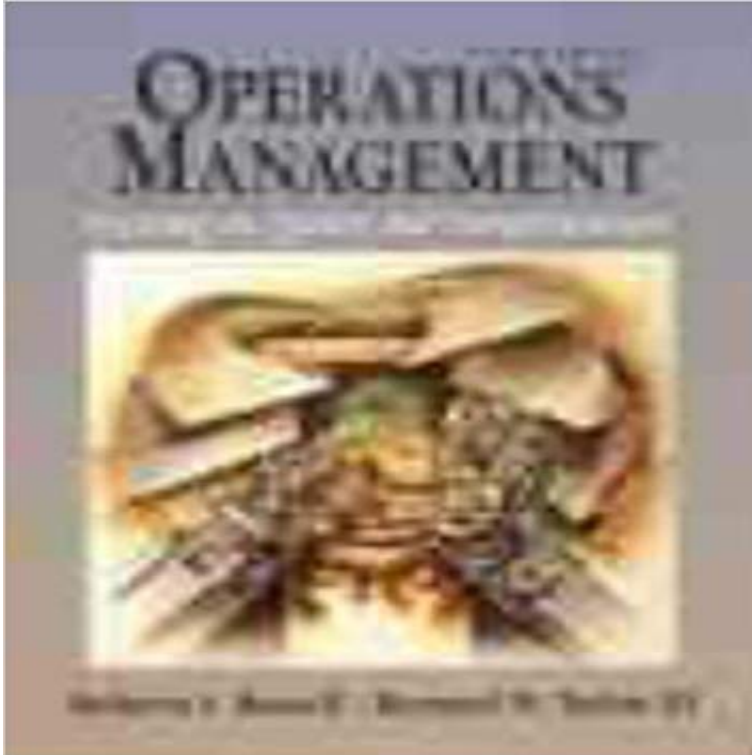


# Production and Operations Management : Focusing on Quality and Competitiveness



This text introduces the features of production and operations management, concentrating on quality management and competitiveness. Balances are struck between the quantitative and managerial aspect of operations management, and between manufacturing and service operations. Global emphasis offers insight into how managers in foreign countries use alternative managerial solutions to production and operation problems. In addition, environmental emphasis includes the role of recycling, designing products for case of recycling, location of plant, and plant construction. Integrated computer problems in each chapter aim to help students with homework problems and allow instructors to focus more on issues and interpretation of data.

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