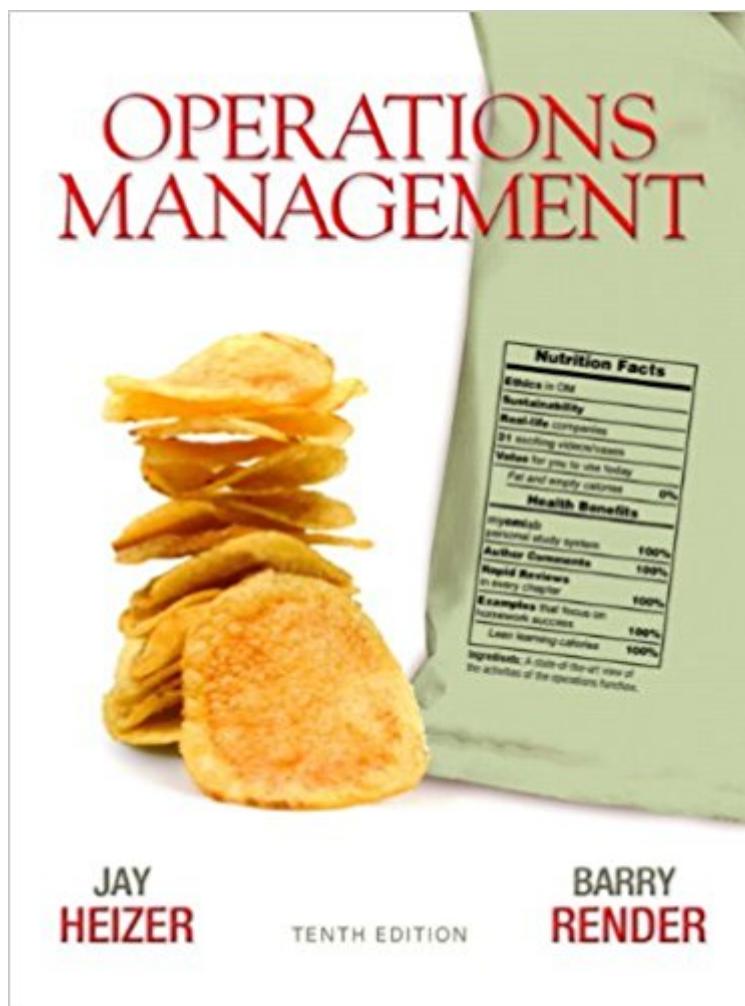


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# Operations Management (10th Edition)



## **Synopsis**

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.

## **Book Information**

Hardcover: 888 pages

Publisher: Prentice Hall; 10 edition (February 1, 2010)

Language: English

ISBN-10: 0136119417

ISBN-13: 978-0136119418

Product Dimensions: 8.7 x 1.4 x 11.2 inches

Shipping Weight: 4.6 pounds

Average Customer Review: 3.7 out of 5 stars 253 customer reviews

Best Sellers Rank: #46,572 in Books (See Top 100 in Books) #29 in Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control #92 in Books > Business & Money > Management & Leadership > Production & Operations #288 in Books > Textbooks > Business & Finance > Management

## **Customer Reviews**

"Barry Render" is the Charles Harwood Distinguished Professor of Management Science at the Roy E. Crummer Graduate School of Business at Rollins College in Winter Park, Florida. He received his M.S. in Operations Research and his Ph.D. in Quantitative Analysis at the University of Cincinnati. He previously taught at George Washington University, the University of New Orleans, Boston University, and George Mason University, where he held the GM Foundation Professorship in Decision Sciences and was Chair of the Decision Science Department. Dr. Render has also worked in the aerospace industry for General Electric, McDonnell Douglas, and NASA. Professor Render has co-authored ten textbooks with Prentice-Hall, including "Managerial Decision Modeling with Spreadsheets, Operations Management, Principles of Operations Management, Service Management, Introduction to Management Science," and "Cases and Readings in Management Science." His more than one hundred articles on a variety of management topics have appeared in "Decision Sciences, Production and Operations Management, Interfaces, Information and Management," the "Journal of Management Information Systems, Socio-Economic Planning Sciences," and "Operations Management Review," among others. Dr. Render has also been honored as an AACSB Fellow and named as a Senior Fulbright Scholar in 1982 and again in 1993.

He was twice vice-president of the Decision Science Institute Southeast Region and served as Software Review Editor for Decision Line from 1989 to 1995. He has also served as Editor of the "New York Times" Operations Management special issues from 1996 to 2001. Finally, Professor Render has been actively involved in consulting for government agencies and for many corporations, including NASA; the FBI; the U.S. Navy; Fairfax County, Virginia; and C8zP Telephone. He teaches operations management courses in Rollins College's MBA and Executive MBA programs. In 1995 he was named as that school's Professor of the Year, and in 1996 was selected by Roosevelt University to receive the St. Claire Drake Award for Outstanding Scholarship. "Ralph Stair" has been Professor of Management Science at Florida State University for twenty years and is now entering its phased retirement program. He received a B.S. in Chemical Engineering from Purdue University and an MBA from Tulane University. Under the guidance of Ken Ramsing and Alan Eliason, he received his Ph.D. in operations management from the University of Oregon. He has taught at the University of Oregon, the University of Washington, the University of New Orleans, and Florida State University. He has twice taught in Florida State University's Study Abroad Program in London. Over the years, his teaching has been concentrated in the areas of information systems, operations research, and operations management. Dr. Stair is a member of several academic organizations, including the Decision Sciences Institute and INFORMS, and he regularly participates at national meetings. He has published numerous articles and books, including "Managerial Decision Modeling with Spreadsheets, Introduction to Management Science, Cases and Readings in Management Science, Production and Operations Management: A Self-Correction Approach, Fundamentals of Information Systems, Principles of Information Systems, Introduction to Information Systems, Computers in Today's World, Principles of Data Processing, Learning to Live with Computers, Programming in BASIC, Essentials of BASIC Programming, Essentials of FORTRAN Programming, and Essentials of COBOL Programming." Dr. Stair divides his time between Florida and Colorado. He enjoys skiing, biking, kayaking, and other outdoor activities. "Michael E. Hanna" is Professor of Decision Sciences at the University of Houston-Clear Lake (UHCL). --This text refers to the Paperback edition.

I don't usually write reviews for textbooks but this is actually a really good textbook. It's very easy to read, well formatted, and organized. It's not very dense--even as a slow reader it doesn't take more than 60-90 minutes to read a chapter. The best part--and I've never seen this before in any textbook I've ever had (and I'm near the end of my graduate degree)--is it includes transparency pages (like for overhead projectors) that you can layer on top of images and each other to demonstrate how to

do various examples step-by-step like a slide show. It's really cool and a very good tool. Also as someone who grew up in Orlando it's cool to see so many Orlando landmarks and tourist areas represented; although as a UCF student I wish UCF professors were consulted for the book.

I purchased this book for an Operations Management class and it is surprisingly easy to read with tons of information. I like how they lay out all the definitions in the margins and go into further detail in the reading. There are good practice problems at the end of each chapter that can help you with your understanding of the reading as well as prepare you for the exams.

I have over 40 years of business experience, have an MBA, and am currently working on a doctorate in business. I have read a lot of textbooks over the years and this is one of the best. It can actually be read on more than one level. If you need detail on various ways to calculate any given operations problem such as inventory management, that is in this book. It takes you step by step through the reasoning behind why a process is done one way, plus the alternatives. If you need to crunch numbers, the formulas are all there, and there are plenty of problems and discussion questions at the end of every chapter. If you don't want or need that kind of detail, you can skim or skip it because there is still plenty of interesting reading to give you an overall view of Operations Management. Every chapter features a particular company such as UPS, .com, or the Arnold Palmer Hospital to focus on one aspect of operations management. I found these examples fascinating and practical at the same time. This book should give you a new appreciation of the complexities of everyday business.

This book has a lot of good information!! I really enjoyed the material for this book and it is fairly current information

perfect

Required reading for my MBA class I read the great reviews before I bought this book and now I have to agree, it's a keeper. The book is timely of course (2014) and the author's did a great job of giving relevant examples of operations management. The book combined concepts in a favorable fashion to the extensive definitions of processes and the outcome was entertaining and educational.

The book is fantastic. I used it for an MBA class. It is very up to date with very good examples. My

class is now over, but I plan to read the book in more detail. Hated the seller (Roxana) because the book was used and it was miscategorized, I wanted a hardcover book, search by ISBN number and received a loose leaf. The loose leaf version was half the price of what I paid. The seller claimed ignorance saying she did not know it was incorrect ISBN number. I got some money back but only half of what the seller promised to give me back. ROXANA had two other reviews before I ordered the book. One good review and one review very similar to this, which I opted to dismiss. I learned my lesson! I was very disappointed with the lack of response from on my multiple emails. First time does not fulfill the high quality response they have had for all other purchases. They should remove Roxana from selling any books via their network.

I am using this book for my Mgmt Science. I am really enjoying it, especially the MyOMLab. Heizer and Render provide useful "virtual office" hours to explain the more quantitative concepts like the forecasting methods in Chap 4. I would recommend this book for any operations class!

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