Operations Management with Total Quality Management





Course: Operations Management with Total Quality Management



Copyright © 2019 by McGraw-Hill Education. All rights reserved. No part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without prior written permission of the publisher.

This text may include materials submitted to McGraw-Hill for publication by the instructor of this course. The instructor is solely responsible for the editorial content of such materials.

For sale only in The Philippines.

10 9 8 7 6 5 4 3 2 20 19

ISBN 978-1-307-37964-8 MHID 1-307-37964-8

Printed in The Philippines

Contents

- Introduction to Operations Management 2
- 2. Forecasting 40
- 3. Product and Service Design 102
- 4. Strategic Capacity Planning for Products and Services 140
- 5. Process Selection and Facility Layout 172
- 6. Supplement to Chapter 5: Decision Theory 226
- 7. Inventory Management 248
- 8. Supply Chain Management 306
- 9. Management of Quality 344
- 10. ISO 9000 Quality Management System 387
- 11. Six Sigma: Breakthrough to In-Process Effectiveness 405



Your lecturer has developed this customised textbook in conjunction with McGraw-Hill to provide you with the exact resources you need for your subject.

A McGraw-Hill Custom Publication is:

- Compiled by your lecturer to contain precisely the content required for your course and eliminate unnecessary chapters you will not need or use
- A high quality textbook consisting of the very best content from McGraw-Hill's extensive database, special readings, assignments or your lecturer's own material
- A practical course resource designed to help you get results in completing readings, assignments and homework or studying for quizzes, tests and exams
- Produced with McGraw-Hill's commitment to offer fast, affordable and effective solutions for all your course needs that meet the highest editorial, production and service standards.

YOUR COURSE, YOUR WAY

FOR SALE ONLY IN THE PHILIPPINES





