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Dr. Collier was also selected to the 1991 and 1992 Board of Examiners for Malcolm Baldrige National Quality Award. Theory of Constraints. Factors for Control Charts Appendix C. Logistics. Sequencing. Vehicle Routing and Scheduling. Lean Operating Systems 18. Designing Manufactured Goods. Facility and Work Design Part 3. Please refine your selection. Understanding Scheduling and Sequencing. Operations Scheduling and Sequencing 15. Quality Control Systems. Customer-Focused Design. Designing Goods and Services 6. Collier was the Eminent Scholar, Alico Chair in Operations Management, at the Lutgert College of Business, Florida Gulf Coast University. Basic Concepts of OM and Value Chains 1. Competitive Priorities. In addition, Dr. Collier is the author of six books on service, quality and operations management, including SERVICE MANAGEMENT: THE AUTOMATION OF SERVICES. SERVICE MANAGEMENT: OPERATING DECISIONS; THE SERVICE/QUALITY SOLUTION: USING SERVICE MANAGEMENT TO GAIN COMPETITIVE ADVANTAGE; OPERATIONS MANAGEMENT: GOODS, SERVICES AND VALUE CHAINS; OPERATIONS AND SUPPLY CHAIN MANAGEMENT; and OM6. Dr. Collier is the recipient of five awards for outstanding journal articles and has written and published eight invited book chapters. 10. Completely revised and updated, OM6 includes expanded discussion of Supply Chain Design, an all-new chapter on Supply Chain Management and Logistics, as well as many new problems, discussion questions, feature boxes, and case studies. David A. Supply Chain Design Trade-Offs. Goods and Service Design. Supply Chain Design 7. Single-Period Inventory Model. 12 Supply Chain Management and Logistics. Techniques for Planning, Scheduling and Controlling Projects. Capacity Management 11. Dr. Collier earned his B.S. in Mechanical Engineering and M.B.A. from the University of Kentucky and his Ph.D. in Production and Operations Management from The Ohio State University. Lindner College of Business, University of Cincinnati James R. ISO 9000:2000. Dr. Evans has published 100 refereed papers and more than 50 editions of leading books in operations management, quality, Six Sigma and business analytics. Understanding Customer Wants and Needs. 5. Facility and Work Design. Short-term Capacity Management. Managing Inventories in Supply Chains. Quality Control and SPC. In addition, five online-only supplemental chapters offer options for an even deeper dive into operations management. Understanding Quality. During the annual Quality Congress in May 2004, the American Society for Quality presented Dr. Evans and co-author Dr. William Lindsay with the Philip B. Project Management. A Framework for Operations Strategy. Areas for the Cumulative Standard Normal Distribution Appendix B. Technology and Operations Management Part 2. Process Analysis and Improvement. DOI link for Management Accounting and Operations ManagementAccounting and Operations Management bookDOI link for Management Accounting and Operations ManagementAccounting and Operations Management bookByThomas Hemmer, Eva Labro GENERAL ENQUIRIES +64 3 369 3999 info@canterbury.ac.nz ENROLMENT ENQUIRIES 0800 VARSITY (0800 827 748) enrol@canterbury.ac.nz INTERNATIONAL ENQUIRIES +64 3 364 3443 (Aus) 1-800-431595 Ask a question LATEST News Events Publications Work at UC Info for media Style Guide Copyright Feedback Privacy Cookies Declaration Payment Data The maximum number of products that can be compared is 4. Quality Control and SPC 17. James Evans, Carl H. Constructing Control Charts. Practical Issues in SPC Implementation. Basic Concepts in Forecasting. Forecasting in Practice. Process Capability. Lean Manufacturing and Service Tours. ABC Inventory Analysis. Quality Management 16. Regression as a Forecasting Approach. An Integrative Case Study of LensCrafters. The Crosby medal was presented "for authoring a distinguished book contributing significantly to the extension of the philosophy and application of the principles, methods and techniques of quality management." Table of Contents: Part 1. Extensively revised and reorganized, OM6 content includes a new integrative case that moves from chapter to chapter, with a total of 35 related questions; a new treatment of value chain networks; greater emphasis on supply chain design; an all-new chapter devoted to supply chain management and logistics; and many new feature boxes and cases. 9. Evans is Professor Emeritus in the Department of Operations, Business Analytics and Information Systems in the Lindner College of Business at the University of Cincinnati. Managing Fixed-Period Inventory Systems. Quality Control and SPC. Crosby Medal for THE MANAGEMENT AND CONTROL OF QUALITY, 5th Edition, also published by Cengage, and now in its 11th edition. Applications of Sequencing Rules. Technology in Value Chains. Risk Management in Supply Chains. Models of Organizational Performance. 16. Technology and Operations Management. Sustainability in Supply Chains. Process, Selection, Design, and Analysis. Understanding Capacity. Strategies for Aggregate Planning. He has more than 80 refereed publications and has published in journals such as Management Sciences, Decision Sciences, Journal of Operations Management, Production & Operations Management, International Journal of Operations and Production Management, Business Horizons, Journal of Service Science and International Journal of Service Industry Management. Influential Leaders in Modern Quality Management. Supply Chain Optimization. 14. 8. Capacity Measurement in Operations. Measuring Performance in Operations and Value Chains. The Product-Process Matrix. The "Seven QC Tools." Other Improvement Strategies. 1. Designing Product Layouts. Additional instructor resources -- including Excel templates and Data Sheets -- are available at OM6 Online. Operations Strategy. Workplace and Job Design. Types of Performance Measures. Customer Benefit Packages. 13. Forecasting and Demand Planning 10. Time/Cost Trade-Offs. The result of exhaustive research and thorough understanding of student workflow and learning styles, every 4LTR Press solution comes complete with an engaging print textbook. All OM6 Chapters include a new integrative case with a total of 36 questions. Process Design and Resource Utilization. The Service-Positioning Matrix. Understanding Goods and Services. He has been editor of the Quality Management Journal, has been published by the American Society for Quality and has served on editorial boards of numerous other journals. Understanding Technology in Operations. Scheduling Applications and Approaches. Capacity Requirements Planning. Quality Management. Value Chain Frameworks. Resource Management. Process Choice Decisions. Supply Chains in e-Commerce. Coverage of Forecasting and Demand Planning has been moved ahead of the chapter on Capacity Planning. Inventory Characteristics. 2. Seven of Dr. Collier's cases have been reprinted in major marketing and operations management textbooks and several of his articles have been reprinted in the Harvard Business Review 10 Must Reads series. Key Challenges. OM: A History of Change and Challenge. Concise yet comprehensive chapters in a modern design present content in a more engaging and accessible format that increases the number of students who read the chapter without minimizing coverage for your course. Statistical Process Control and Variation. Process Design. A Global Supply Chain: Inditex/Zara. Global Supply Chains. Supply Chain Design. Resource Management 14. 3. 4. Measuring Performance in Operations and Value Chains 3. Dr. Collier's work has more than 10,000 reads and 4,000 citations, according to Research Gate. Operations Strategy 4. Dr. Collier previously taught at the Fuqua School of Business at Duke University, the Colgate Darden Graduate School of Business at the University of Virginia, the Fisher College of Business at The Ohio State University and at the University of Warwick in England. Value Chains. 7. The GAP Model. Operations Management. Benefits and Challenges of Technology. 6. 11. OM in the Workplace. Operations Management and Value Chains. Lean Operating Systems. Cost-of-Quality Measurement. Schedule Monitoring and Control. The Concept of Value. Managing Fixed-Quality Inventory Systems. Resource Planning Framework for Goods and Services. Location Decisions. Process, Selection, Design, and Analysis 8. Created after exhaustive research into students' workflows and preferences, OM6 from 4LTR Press combines an easy-reference, paperback textbook at an affordable price. Designing Process Layouts. Collier, Florida Gulf Coast University David A. Technology Decisions and Implementation. Long-term Capacity Strategies. Designing Measurement Systems in Operations. Disaggregation in Manufacturing. Forecasting and Demand Planning. Operations Management and Value Chains 2. Measuring Supply Chain Performance. He has served as president of the Decision Sciences Institute and served for 11 years on the Board of Examiners and Panel of Judges for the Malcolm Baldrige National Quality Award. Project Management Appendix A. 15. Evaluating Goods and Services. Operations Scheduling and Sequencing. Lean Six Sigma. Principles of Lean Operating Systems. The Scope of Project Management. Lean Tools and Approaches. Gaining Competitive Advantage. Aggregate Planning Options. OM and Strategic Planning. Uncertainty in Project Management. Service-Delivery System Design. Capacity Management. 17. Analytics in Operations Management. Statistical Forecasting Models. Managing Supply Chains. Just-in-time Systems. Facility Layout. Designing Operations and Supply Chains 5. Judgmental Forecasting. Random Digits Endnotes Index. Six Sigma. Designing Goods and Services. Managing Inventories in Supply Chains 12 Supply Chain Management and Logistics 13. Service-Encounter Design. Managing Operations and Supply Chains 9. 18.

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