



Operations Management, 2nd Edition

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Chapter-by-Chapter Changes in the 2nd Edition:

Chapter 1

New Conceptual Questions

Chapter 2

New Conceptual Questions

New Problems and Applications

Chapter 3

Updated discussion of capacity

New and revised Problems and Applications

Chapter 4

Updated discussion of labor utilization and idle time

Revised discussion of the integrate work strategy

New “Check Your Understanding” questions

New Solved Example Problems
New and revised Problems and Applications

Chapter 5

Updated discussion of process flow patterns and bottleneck
New and revised “Check Your Understanding” questions
Clarification of “minutes of work” discussion
Revised discussion of attrition losses and yields
New Conceptual Questions
New Solved Example Problems
New and revised Problems and Applications

Chapter 7

Updated Solved Example Problems
New and revised Problems and Applications

Chapter 8

New Case “Uber vs. Cabs”

Chapter 9

New Case “Catching Rockets”

Chapter 10

New Conceptual Questions
New and revised Problems and Applications

Chapter 11

New and revised Solved Example Problems
New and revised Problems and Applications

Chapter 12

New Problems and Applications

Chapter 14

New Problems and Applications

Chapter 16

New Conceptual Questions
New Problems and Applications

Chapter 18

New Problems and Applications

Chapter 19

New Case “Building the Bird’s Nest”

Chapter 20

New Case “Innovation at Google”