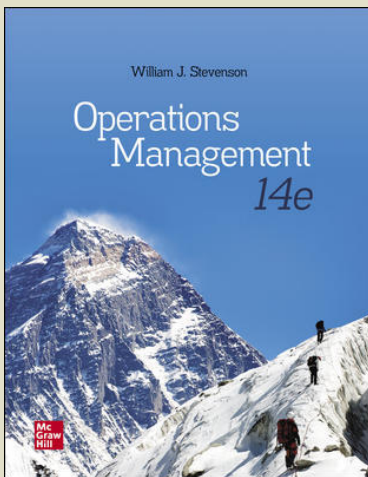


List of Changes



Operations Management 14th Edition Stevenson

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This beloved and market-leading Operations Management book has been completely updated in the 14th edition and provides a clear presentation of the field of Operations Management with current real-world examples and thoughtful student pedagogy. The comprehensive breadth of content is presented in more modular flexible chapters, so it may be used for different course levels ranging from undergrad to executive education. That flexibility allows for the choice of more or less quantitative material and flexibility in order of presentation since chapters do not depend on sequence. The topics covered include both strategic issues and practical applications. Among the topics are forecasting, product and service design, capacity planning, management of quality and quality control, inventory management, scheduling, supply chain management, and project management. The use of an adaptive online learning enhances the student experience and success.

SEE LIST OF CHANGES ATTACHED.

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Chapter-by-Chapter Changes

Chapter 1

- New learning objective 1.10 on ethical decision making
- Revised section on systems perspective for decision making
- Updated coverage of tariffs and trade wars
- New reading on sustainability, “Sustainable Kisses”
- Revised operations tour of Wegmans Food Markets
- New Critical Thinking Exercise

Chapter 2

- Updated reading, “Amazon Ranks High in Customer Service”
- Updated Table 2.2
- Revised coverage of internal and external factors
- Added coverage of global strategy
- Deleted end-of-chapter case, “An American Tragedy: How a Good Company Died”
- New end-of-chapter case, “Girlfriend Collective”

Chapter 3

- Additional clarification to the steps in the forecasting process
- Moved section on “Forecast Accuracy” and renumbered sections
- New reading, “Lilacs”
- Revised coverage of forecasting techniques

Chapter 4

- New subsection on objectives of product and service design
- Updated reading on Vlasic’s big pickle slices
- Updated reading on McDonald’s global menu items
- New reading on recycling in China

Chapter 4 Supplement

- New reading on extended warranties
- New and revised problems

Chapter 5

- Updated reading on excess capacity
- Clarified explanation of present value
- Revised critical thinking exercises

Chapter 6

- Revised discussion of process selection
- Added information on collaborative robots, the Internet of things, and 3D printing
- New reading on drones

Chapter 7

- New reading on how UPS implemented efficient techniques

Chapter 8

- Revised discussions of the need for and nature of location decisions
- New reading on coffee shop locations and delivery
- Revised Solved Problems and solutions
- Revised end-of-chapter problems

Chapter 9

- Updated Table 9.1 with Deming’s 14 points to achieve quality in an organization
- New reading on fast food restaurants in China
- New reading on Hyundai’s focus on quality

Chapter 10

- New reading on falsified inspection reports
- Updated discussion of process capability
- Revised reading on RFID chips
- New and revised end-of-chapter problems

Chapter 11

- Revised coverage of choosing a strategy
- Revised Example 1 – Preparing an Aggregate Plan
- Revised end-of-chapter problems

Chapter 12

- Formerly Chapter 13: Inventory Management
- Revised discussion of functions of inventory
- Added discussion of bar coding, SKUs, and RFID tags
- New reading on reducing inventory loss
- New reading on drones and inventory
- Clarified discussion of fixed-order-interval model
- Revised Example 12 – Finding the Optimal Stocking Level and Stockout Risk
- Revised Example 13 – Finding the Optimal Stocking Level When Demand is Normally Distributed
- Revised Solved Problems and solutions
- Revised end-of-chapter problems

Chapter 13

- Formerly Ch 12: MRP and ERP

Chapter 14

- Revised reading on General Mills changeover time
- New reading on Japanese lean production techniques

Chapter 15

- New discussions of block chains, transparency, and delivery modes
- New reading on Walmart's supply chain
- New reading on supply chain transparency
- Added coverage of GPS and logistics
- New reading on UPS policies
- New box on Happy Returns

Chapter 16

- Additional coverage of job flow time

Chapter 17

- New discussion of Project Management Institute's Project Management Body of Knowledge (PMBOK)
- New reading on artificial intelligence for project managers
- Revised section on project management software
- Revised end-of-chapter problems

Chapter 18

- New reading on waiting lines at supermarkets
- Updated Solved Problems and solutions

Chapter 19

- Revised end-of-chapter problems

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