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exploring the concept of quality management from a new point of view this book now in an expanded second edition presents a holistic model of how consumers judge the quality of products it links consumer perceptions of quality to the design and delivery of the final product and presents models and methods for improving the quality of these products and services it offers readers an improved understanding of how and why the design process must consider how the consumer will perceive a product or service in order to facilitate the presentation and understanding of these concepts illustrations and case examples are also provided throughout the book this updated and enlarged volume provides an invaluable resource for managers designers manufacturers professional practitioners and academics interested in quality management the book also offers a useful supplementary text for marketing and quality management courses

this comprehensive text will introduce students to the many operations topics and issues faced by leading service and manufacturing organizations an emphasis is placed on new developments in the field of operations management and new information resources available such as the internet while retaining a strong focus on the fundamental concepts of operations management the goal of this text is to help students gain an understanding of what operations management involves how it relates to other functional areas in an organization the types of problems that are faced by operations managers and common decision making approaches

this revision aims to address changes that have taken effect since the publication of the second edition the most significant change has been in the attitude of industry to concurrent engineering in 1987 mostly lip service was paid to it today it has become general practice in most competitive corporations in the second edition the author discussed this as the manufacturing system in the third edition it becomes the focal point concurrent

engineering involves the whole product realization process including product concept performance criteria mechanical design and analysis materials selection process planning and modeling production control automation assembly management and others an introductory text cannot possibly cover all of these topics hence the emphasis of the third edition remains on the physical principles and the application of these principles to processes the major difference relative to the second edition will be the emphasis on interactions between process and design capabilities and limitations of processes will be highlighted to show what they mean in terms of design possibilities and design modifications will be suggested for ease of manufacture impact on the environment and possibilities for recycling will be woven into the entire text

this package includes a three hole punched loose leaf edition of isbn 9781119266303 and a registration code for the wileyplus course associated with the text before you purchase check with your instructor or review your course syllabus to ensure that your instructor requires wileyplus for customer technical support please visit wileyplus.com support wileyplus registration cards are only included with new products used and rental products may not include wileyplus registration cards russell and taylor's operations and supply chain management 9th edition loose leaf print companion is designed to teach students how to analyze processes ensure quality create value and manage the flow of information and products while creating value along the supply chain in a global environment russell and taylor explain and clearly demonstrate the skills needed to be a successful operations manager most importantly operations management ninth edition loose leaf print companion makes the quantitative topics easy for students to understand and the mathematical applications less intimidating appropriate for students preparing for careers across functional areas of the business environment this text provides foundational understanding of both qualitative and quantitative operations management processes

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