

This 5th edition was developed to retain the core concepts, models, and managerial orientation of previous editions and to reflect current production and operations management practices and research results. The authors emphasize a balance between the quantitative aspects and important behavioral applications. Other important features of this book are a use of supplements to present more rigorous quantitative analysis, use of service sector applications and examples that reinforce operations as a broad term encompassing manufacturing, agriculture, and services.

The distinguishing features of this book are:

- An integrating framework (management process, resource conversion & concepts, models, and behavior)
- Behavioral applications within production/operations
- Inclusion of the service sector via an operations orientation
- A student emphasis

