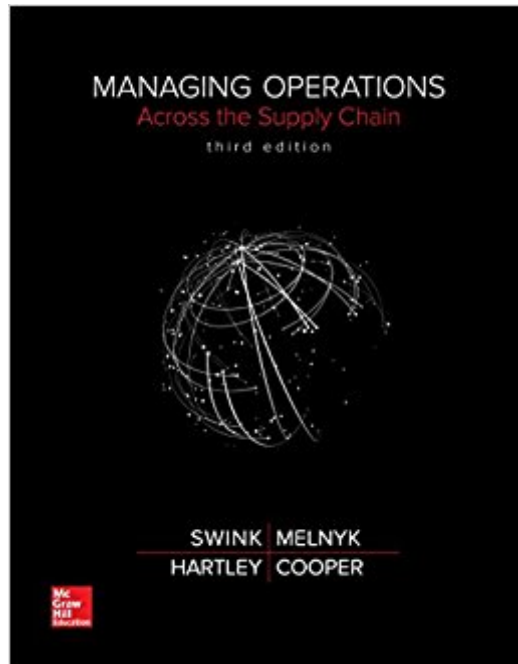




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# Managing Operations Across The Supply Chain



## Synopsis

Managing Operations Across the Supply Chain offers a global, supply chain perspective of operations management—a treatment that embraces the foundations of operations management but includes new frameworks, concepts, and tools to address the demands of today and changing needs of the future. We live in dynamic and exciting times due to many changes affecting nearly every aspect of business— including operations management. This third edition reflects key shifts in operations management. Connect is the only integrated learning system that empowers students by continuously adapting to deliver precisely what they need, when they need it, and how they need it, so that your class time is more engaging and effective.

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Associate Professor in the Department of Marketing and Supply Chain Management at Michigan State University. He is co author of three texts on distribution and logistics, including World Class Logistics: The Challenge of Managing Continuous Change published by the Council of Logistics Management and Strategic Marketing Channel Management published by McGraw Hill. His research has focused on logistics best practices in customer service and in performance measurement. He also served for four years on the Executive Board of the International Customer Service Association as Head of the Research and Education Committee. Janet L. Hartley is Professor and Director of the Supply Chain Management Institute of the Department of Management at Bowling Green State University. She received her BS in Chemical Engineering from

the University of Missouri-Rolla, and the MBA and PhD degrees in Business Administration from the University of Cincinnati. Prior to graduate school, she developed new products and designed new manufacturing processes for the Clorox Company. She has published over 28 articles on supply management and supply chain management. She serves as an associate editor for the Journal of Operations Management, Journal of Business Logistics, and Journal of Supply Chain Management. Morgan Swink is Professor, Eunice and James L. West Chair of Supply Chain Management, and Executive Director of the Center for Supply Chain Innovation at the Neeley School of Business, Texas Christian University. He holds a BS in Mechanical Engineering from Southern Methodist University, an MBA from the University of Dallas, and a PhD in Operations Management from Indiana University. Before becoming a professor, Dr. Swink worked for 10 years in a variety of manufacturing and product development positions at Texas Instruments Incorporated. He has co-authored three books and published over 75 articles in a variety of academic and managerial journals. Dr. Swink is formerly the Co-Editor in Chief for the Journal of Operations Management and past president of the Decision Sciences Institute. Steven Melnyk is Professor of Operations Management at Michigan State University. Dr. Melnyk obtained his undergraduate degree from the University of Windsor and his doctorate from the Ivey School of Business, the University of Western Ontario. He has co-authored 17 books focusing on operations and the supply chain and has published 90 refereed articles in numerous international and national journals. He is Associate Editor for the Journal of Business Logistics. He also is a member of the editorial advisory board for the Production and Inventory Management Journal, the Journal of Supply Chain Management, and the International Journal of Production Research. Dr. Melnyk is co-editor (North America) for the Journal of Humanitarian Logistics and Supply Chain Management. Dr. Melnyk has consulted with over 60 companies. He has also served as a member of the APICS Board of Directors (2014–2016) and the APICS leadership team (2015).

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