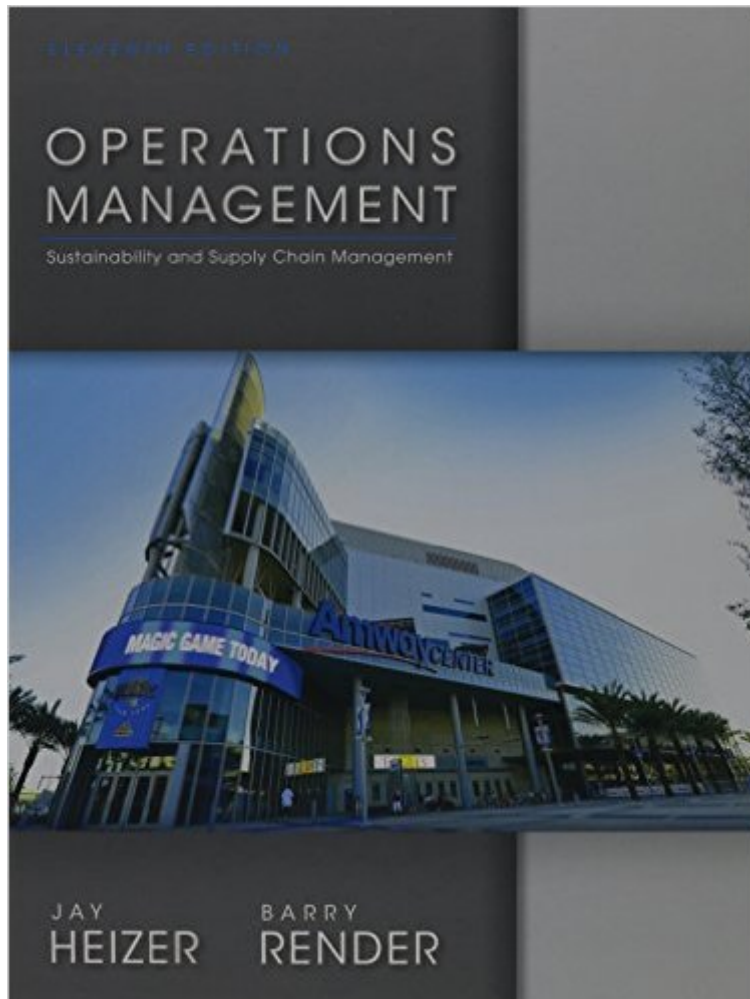


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# Operations Management (11th Edition)



## Synopsis

For undergraduate Operations Management courses. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems. Operations Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of problems on the market. The problems found in this text also contain ample supportâ”found in the bookâ”s solved-problems, worked examples, and myomlab, Pearsonâ”s new online homework and tutorial systemâ”to help students complete and understand assignments even when theyâ”re not in class.Â Â  Note: This is the standalone book, if you want the book/access card order the ISBN below:Â Â  0133130762 / 9780133130768 Operations Management Plus NEW MyOmLab with Pearson eText -- Access Card Package Package consists of:Â Â Â  013292062X / 9780132920629 NEW MyOMLab with Pearson eText -- Access Card -- for Operations Management 0132921146 / 9780132921145 Operations Management

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## Customer Reviews

As someone who has taught Operations Management since Spring semester, 1980 following fifteen years in operations management in the steel industry, I've had the opportunity to review a large number of textbooks in this area. Without exaggeration, this is the most comprehensive, "user friendly" text that I have found. The illustrations, practice problems, power point slides and text book web site are great. Student comments have been very positive. I strongly urge my colleagues who

teach Operations Management to give this book a very serious look.

I am using this book for my business class. This book will teach you in-depth principles and skills on how you can manage business operations with a lot of mathematical skills. I feel that this book is great because it is very well organized and easy for readers to read. It has graphs and visual aids all over and CD materials for students to go through problems. By learning this book, readers can not only gain the knowledge on business operation, but they can also have actual skills in operation management. Buy this book if you are interested in this subject.

The book is fantastic. I used it for an MBA class. It is very up to date with very good examples. My class is now over, but I plan to read the book in more detail. Hated the seller (Roxana) because the book was used and it was miscategorized, I wanted a hardcover book, search by ISBN number and received a loose leaf. The loose leaf version was half the price of what I paid. The seller claimed ignorance saying she did not know it was incorrect ISBN number. I got some money back but only half of what the seller promise to give me back. ROXANA had two other reviews before I ordered the book. One good review and one review very similar to this, which I opted to dismiss. I learned my lesson!! I was very disappointed with the lack of response from on my multiple emails. First time does not fulfill the high quality response they have had for all other purchases. They should remove Roxana from selling any books via their network.

The textbook is fine. However, if you are looking for myomlab DO NOT RENT THIS PRODUCT. claims that it is included, however mine did not come with the software access code, and apparently unless you purchase a new book, you will not get the code. Completely misleading. Don't get ripped off like i did

This is the worst e-book on the market. It is the flexible version which means it is supposed to include a separate book with the problems correlating to the text. The problems are not included, and there is no way to get them so if you are buying this book for a class, it is completely useless. It also uses locations and has no reference to page numbers, which makes everything tricky. Save your money and buy the physical book, because the kindle edition is a miserable attempt.

I'll make two separate sets of comments - one for professors and one for students. Students first... There is a well-done website that accompanies the book, which includes outlines, sample tests &

quizzes, and related study materials. The text is about average in terms of readability in comparison to other texts on the subject, and there are plenty of real-world examples to illustrate OM concepts (OM texts, as a general rule, don't read well). You may be able to get by with a previous edition if the textbook contents are your priority, but be advised, however, that the seventh edition contains some new and revised material, a few chapters have been re-arranged, and there are some different end-of-chapter exercises and cases. For professors... You are probably already aware that OM can be challenging for the professor as well as the student, esp. with respect to where to aim the course - to the managers and generalists, or to the technicians & quantitatively-oriented. Heizer and Render have enough material to support either approach. The text is accompanied with ample instructor resources, including a CD and a website with slideshows, notes, outlines, and various other pedagogical tools. The testbank is easy to use, but should be supplemented with some quantitative short problems (if a quantitative approach is important to you). Heizer and Render have also done a fair job of keeping the material up-to-date, which has resulted, after seven editions, in a pretty decent product. For me, the instructor resources and the comprehensiveness of the content (adequate support for either a managerial or quantitative approach) make Heizer and Render a good choice by comparison to other OM texts.

The information in this textbook is little more than a \$150 version of applied statistics. The "extras" in Excel OM are simply templates for functions Excel already has. The book's idea of creative content is just to have tons of it. There's many better books out there.

This product is NOT the normal 10th edition. It does not contain any of the problems or access to myomlab.com so it is completely useless. I had no idea that this would not work for class until I had a test. It is incredibly deceiving so PLEASE DO NOT BUY!

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