



Operations and Supply Chain Management (Mcgraw-Hill / Irwin)

By F. Robert Jacobs, Richard Chase

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Resourceful companies today must successfully manage the entire supply flow, from the sources of the firm, through the value-added processes of the firm, and on to the customers of the firm. The fourteenth edition of *Operations and Supply Chain Management* provides well-balanced coverage of managing people and applying sophisticated technology to operations and supply chain management.

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Editorial Review

About the Author

F. Robert Jacobs is Chase Faculty Fellow Professor of Operations Management at the Kelley School of Business, Indiana University. He received a B.S. in Industrial Engineering as well as Computer and Information Science, an MBA, and a Ph.D. in Operations Management all from The Ohio State University.

Richard B. Chase is Director of the Center for Operations Management Research and Education at USC. He is widely published in both books and academic journals and is considered one of the top service "gurus" in the field. He is on the Editorial Advisory Board of the Journal of Operations Management, an Advisor to Production and Operations Management journal, and a Fellow of the Decision Sciences Institute.

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