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Since the beginning of mankind on Earth, if the "busyness" process was successful, then some form of benefit sustained it. The fundamentals are obvious: get the right inputs (materials, labor, money, and ideas); transform them into highly demanded, quality outputs; and make it available in time to the end consumer. Illustrating how operations relate to the rest of the organization, Production and Operations Management Systems

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operations in a realistic, practical manner using the best of available research and practice. It explains the theory and practice of operations management with the aid of examples and video case studies covering a wide range of products, services, and sectors. The specific needs of Indian students and managers are addressed by providing valuable insights into operations management issues and practices across various sectors in India. Students are encouraged to apply their learning to real-life challenges through a multitude of problems in the text and integrated case studies on video.

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Supply Chain Management

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- Underpromise, overdeliver: Never disappoint your customers by charging them more

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