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Chapter 02 Measuring Performance in Operations and Value

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Chapter One Introduction to Operations Management 7. police and fire protection) is their value to society; the greater the value-added, the greater the effectiveness of these operations. In for-profit organizations, the value of outputs is measured by the prices that customers are willing to pay for those goods or services.

1 Introduction to Operations Management

Emphasis is on managerial processes for effective operations in both goods-producing and service-rendering organization. Topics include operations strategy, process design, capacity planning, facilities location and

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