



# The Definitive Guide to Manufacturing and Service Operations: Master the Strategies and Tactics for Planning, Organizing, and Managing How Products ... of Supply Chain Management Professionals)

By CSCMP, Nada R. Sanders

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- Basic manufacturing and service operations concepts, purposes, terminology, roles, and goals
- Key elements, processes, and interactions, including facility, material, and labor requirements planning; scheduling; and continuous process and quality improvement
- Principles, strategies and planning for efficient, effective, and sustainable operations: facilities, production, processes, layout, lead capacity, technology, personnel, measurement, compensation, sustainability, and more
- Technology for better manufacturing and service operations: MRP II, service systems, ERP, planning, execution, and cost management.
- Global manufacturing and service operations: LCCs, logistics, labor, financial issues, decisionmaking, contract performance, risk management, and regulation
- Best practices for assessing performance using standard metrics and frameworks: KPIs, tradeoff analysis, scorecarding, dashboards, and exception management

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## **Editorial Review**

From the Back Cover

**Plan, Implement, Measure, and Optimize World-Class Manufacturing and Service Operations in Any Supply Chain**

- Supports all learning objectives of the Manufacturing & Service Operations module (Learning Block 4) of the CSCMP SCPro Level One certification
- Covers concepts, principles, terminology, elements, processes, strategies, technologies, linkages to other business functions, metrics, and more
- From the field's leading practitioners and researchers: the Council of Supply Chain Management Professionals (CSCMP)

*The Definitive Guide to Manufacturing and Service Operations* is the most authoritative, complete guide to modern operations best practices for any manufacturing or service organization.

Whether you're a practitioner or a student, Nada Sanders helps you thoroughly understand all facets of operations management for manufacturing or services. She helps you make better strategic decisions about facilities, capacity, and service delivery networks; better tactical decisions about issues such as inventory and labor; and better operational decisions, all the way down to the level of scheduling and job assignments.

One step at a time, you'll discover how to use operations to compete more successfully on cost, quality, time, flexibility, innovation, customer service, or any other metric. Throughout, Sanders supports key ideas with relevant examples, charts, graphs, summaries, references, and more: everything you need to master the concepts and apply them in your own career.

### **About the Author**

**Nada Sanders** is Iacocca Chair and Professor of Supply Chain Management at Lehigh University. She is an internationally recognized expert in the area of business forecasting and supply chain management. She received both her Ph.D. and MBA from the Ohio State University and is author of more than 100 scholarly publications. She has worked with numerous companies and is a frequently called-upon consultant, expert witness, and keynote speaker.

Founded in 1963, the **Council of Supply Chain Management Professionals** (CSCMP) is the preeminent worldwide professional association dedicated to the advancement and dissemination of research and knowledge on supply chain management. With more than 8,500 members representing nearly all industry sectors, government, and academia from 67 countries, CSCMP members are the leading practitioners and authorities in the fields of logistics and supply chain management. The organization is led by an elected group of global officers and is headquartered in Lombard, Illinois, USA.

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