

CHAPTER OVERVIEW

20: Module 8 Readings - Managing Processes

- 20.1: Reading- Operations Management in Manufacturing and Production
- 20.2: Reading- Facility Layouts
- 20.3: Reading- The Technology of Goods Production
- 20.4: Reading- Operations Management for Service Providers
- 20.5: Reading- Graphical Tools- Gantt and PERT Charts
- 20.6: Reading- Supply Chain Management
- 20.7: Reading- Producing for Quality
- 20.8: Reading- Outsourcing

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