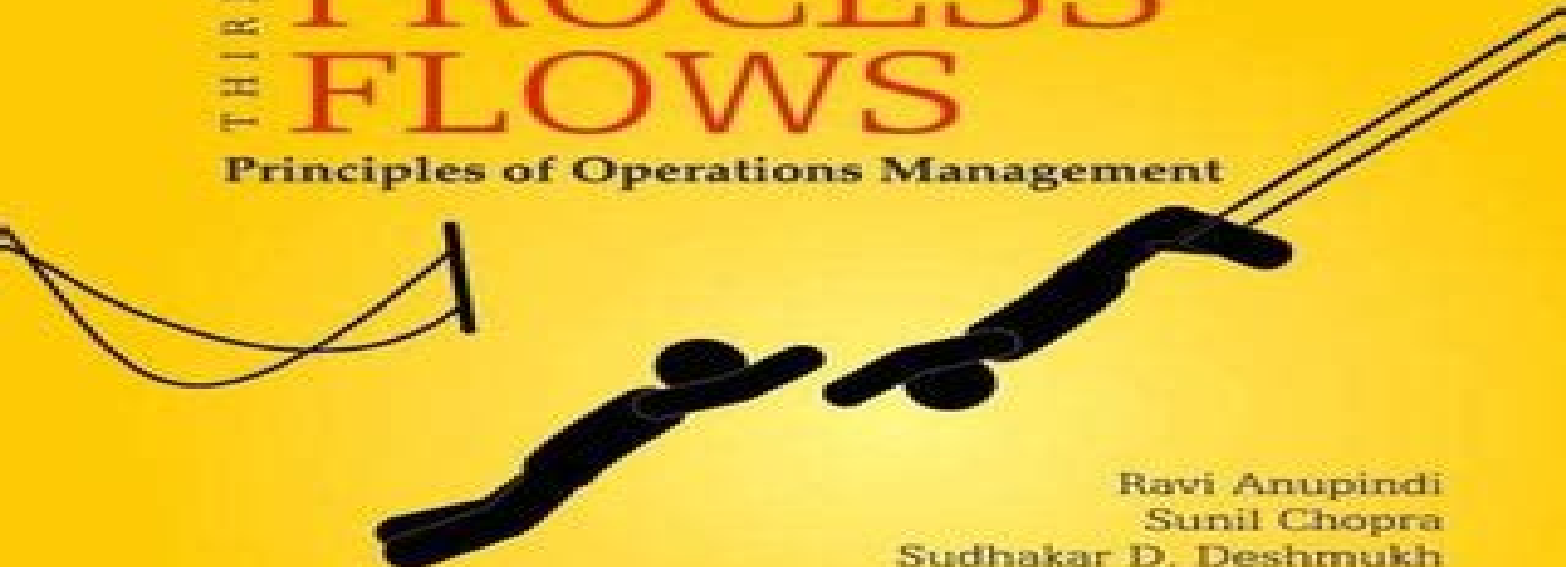


THIRD EDITION

# MANAGING BUSINESS PROCESS FLOWS

Principles of Operations Management



Ravi Anupindi  
Sunil Chopra  
Sudhakar D. Deshmukh  
Jan A. Van Mieghem  
Eitan Zemel

# Managing Business Process Flows Principles Of Operations Management

**Cecil C. Bozarth, Robert B. Handfield**



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