![McGraw Hill logo]
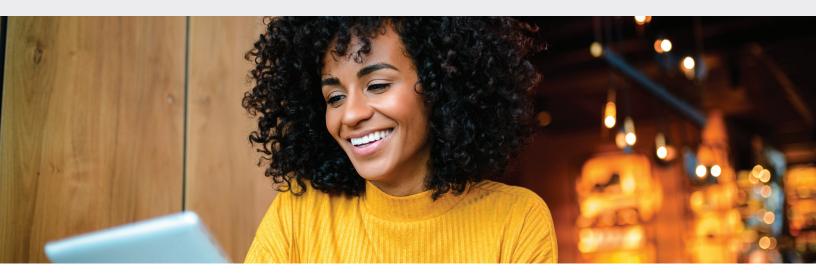
LIST OF CHANGES

Matching Supply with Demand

An Introduction to Operations Management

5th Edition
Cachon and Terwiesch
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- Updated examples to reflect worldwide changes and maintain timeliness of the content.
- A new introduction with current examples throughout Chapter 1.
- New data for retailers, and new information on inventory turns in Chapter 2.
- Refined explanation of process capacity in Chapter 3.
- New discussion on setup times and product variety along with refined explanation of the SMED method in Chapter 5.
- New information on the limitations of lean systems, in light of COVID-19 in Chapter 8.
- New examples of scheduling in Chapter 11.
- New data on the pandemic outbreak; new discussion on the importance of other forecasting methods beyond time series analysis, especially in the context of COVID-19 in Chapter 13.
- New data on Hon Hai sales rewvenue in Chapter 17
- New data on inflows and outflows through the U.S. retail trade sector in Chapter 19.
- Selected Solutions have been moved to the end of each respective chapter.

Take your students higher.

McGraw Hill Connect® is a complete course platform. It helps you deliver cohesive learning experiences through structured content and interactivity. When students engage with Connect, their individual needs become clear. This enables you to assign coursework, aligned to the levels of Bloom's Taxonomy, that keeps your students moving forward on their unique learning path from foundational cognitive skills to higher-order thinking and application. The chart below shows how each asset type aligns to Bloom's Taxonomy.

LOWER ⟶ HIGHER

ASSET	DESCRIPTION	REMEMBER	UNDERSTAND	APPLY	ANALYZE	EVALUATE	CREATE
SmartBook 2.0	An adaptive reading experience that has been made more personal, accessible, productive, and mobile. SB2.0 gives instructors an assignable reading option that's adaptive and makes students accountable and prepared to understand concepts before class starts.	✓	✓				
Guided Examples	Narrated videos provide step-by-step walkthroughs of algorithmic versions of assigned problems in Connect, providing immediate feedback and focus on the areas where students need the most guidance. This allows students to identify, review or reinforce the concepts and activities covered in class.	✓	✓	✓			
OM in the News	A blog and newsletter created by OM faculty for OM faculty, containing up-to-date news articles and video, followed by critical thinking questions for use in class providing relevancy and student interest.	✓	✓	✓			
NEW! OM Prep Modules	Statistics, Excel, and Math modules are assignable in Connect as prerequisite modules with brief short videos and check questions that are auto- graded. Assigned early in the course, it gets all students in the class on the same level of preparedness of OM content.	✓	✓	✓			
Concept Overview Videos	These assignable videos with corresponding questions provide students with additional reinforcement on core topics in the chapters. Created by instructors, these personal videos will bring online courses to life and help supplement any face-to-face class. The videos are followed by auto-graded concept-check questions, and they are organized by chapter within Connect.	✓	✓	✓	✓	✓	

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ASSET	DESCRIPTION	REMEMBER	UNDERSTAND	APPLY	ANALYZE	EVALUATE	CREATE
NEW! Integrated Excel	The power of Microsoft Excel meets the power of McGraw Hill Connect in our all-new integration of Excel in Connect. In this new assignment type, Excel opens seamlessly inside Connect with no need to upload or download any additional files or software. Instructors choose their preferred auto-graded solution with the option for either grading for formula accuracy or the solution value	✓	✓	✓	✓	✓	
Algorithmic and Static Exercises	This assignable, gradable end-of-chapter content helps students learn to solve problems and apply the concepts in business analytics. Algorithmic versions allow students to practice problems as many times as they need to ensure that they fully understand each problem	✓	✓	✓	✓	✓	
Practice Operations Simulated Game	A 3D, interactive, game-based simulation for students to manage operations of a clothing manufacturing and distribution company that provides real world decision making and operations management skills.	✓	✓	✓	✓	✓	
NEW! Application Based Activities	Highly interactive activities that immerse students in real-world business environments. Students are challenged to apply multiple concepts and make data-informed decisions.	✓	✓	✓	✓	✓	

Connect Platform-Wide Updates

- **NEW!** Updated instructor experience provides a simplified dashboard, quicker and easier access to information you need with fewer clicks. Newly optimized for mobile usage and with accessibility enhancements, pages are now screen-reader compatible, key board navigable, and allow for up to 400% magnification.

- **NEW!** Co-instructor privileges are now available. Instructors can easily add instructors to any section.

- **NEW!** Writing Assignment has the option to assign a peer review, including the ability to set the number of peer reviews, automatic assigning after the draft due date, and anonymous peer commenting.

- **NEW!** Increased maximum points to 2,000 points for an individual question or assignment.

- **NEW!** Streamlined integration with your Learning Management System (LMS). The new LTI Advantage integration allows for easier section pairing, automatic account creation for new users, improved visibility into grade sync features, automatic relinking, and better security.

- **NEW!** Polling Tool is now available as a resource in Connect.

- More mobility. Free download the ReadAnywhere® App and Connect tablet app allows students full access to their Connect course to complete assignments, read their eBook, and check grades—just like they would on a laptop browser.

- Accessibility enhancements ensure new content and technology follows the WCAG version 2.1 AA guidelines and best practices. Some examples of enhancements include a compliant click-and-drag question type in the Question Bank, alt descriptions added to eBook for screen reader users, increased accessibility to presentation PowerPoints, and read-aloud functionality in SmartBook 2.0. For further information regarding McGraw Hill accessibility, please contact us at accessibility@mheducation.com.

- World-class reliability with 99.9% platform uptime.

- Option for students to purchase a loose-leaf version of the text at a significant discount with free shipping.

- Partnership with the Online Learning Consortium (OLC) provides an even higher level of expertise and support when transitioning your course.

Chapter-by-Chapter Changes

The fifth edition has benefited from the comments and suggestions from students, faculty, and practitioners from around the world.

The world has changed again between this and the previous edition. Consequently, we have updated data and examples to try to maintain the timeliness of the content.

We have made a number of changes that make the material easier for students to absorb, including:

Chapter 1

A new introduction with current examples throughout

Chapter 2

New data for retailers; new information on inventory turns

Chapter 3

Refined explanation of process capacity

Chapter 5

New discussion on setup times and product variety; refined explanation of the SMED method

Chapter 8

New information on the limitations of lean systems, in light of Covid-19

Chapter 11

New examples of scheduling

Chapter 13

New data on the pandemic outbreak; new discussion on the importance of other forecasting methods beyond time series analysis, especially in the context of Covid-19

Chapter 17

New data on Hon Hai sales revenue

Chapter 19

New data on inflows and outflows through the U.S. retail trade sector

In addition, we have moved all the Selected Solutions to the end of each respective chapter.