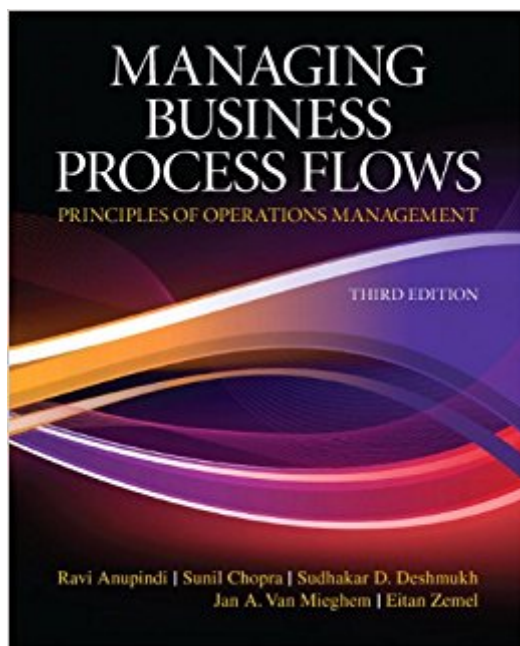


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# Managing Business Process Flows (3rd Edition)



## Synopsis

A structured, data-driven approach to understanding core operations management concepts. Anupindi shows how managers can design and manage process structure and process drivers to improve the performance of any business process. The third edition retains the general process view paradigm while providing a sharper, more streamlined presentation of the development of ideas in each chapter—“all of which are illustrated with contemporary examples from practice.

## Book Information

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Average Customer Review: 3.8 out of 5 stars 29 customer reviews

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## Customer Reviews

As it has been said before, there are many typos in this book, and the publisher is crummy about dealing with the typos. Unlike some of the other reviewers, I contacted the publisher who basically told me to "contact my teacher" so that he could report the correction to the textbook. No thanks... why would I put myself and my professor through more work so that they can fix their inferior product? More frustrating, I purchased a copy of this book for Kindle. I do that because I (like many others) have a kindle, an iPhone, an iPad, a desktop, and a laptop. When I tried to push the book to a second device, it wouldn't let me and told me that I'd need to purchase a second copy of the textbook. In this reviewer's eyes, this puts their business model in line with "highway robbery." In any case, as always, I'm still quite satisfied with the Kindle edition of the textbook, as it beats the heck out of having a crummy hard-copy of the textbook. (Also, the price is better than the print version--but only slightly.) I'm quite happy that I'm finishing up my education, and that this will be one of the last textbooks that I'll be required to purchase from these greedy publishers.

This book had way too many typos and made easy concepts difficult to understand. If you are a professor reading this and thinking of using it for your class, please be prepared to have a list of corrections ready for your students for each chapter. It's very frustrating to do the problems and then find errors in the solutions in the back of the book. A decimal in the wrong place may not seem like a big deal for someone who already knows the material, but it really is a big deal for someone who is learning it for the first time.

Examples are not updated

Exactly what I needed.

good

I can not read on Kindle and on the Mac laptop it gets twisted

Served it's purpose, thanks!

Book was in fair condition. Got the job done for the summer session.

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