



OPERATIONS MANAGEMENT

Sustainability and Supply Chain Management

JAY HEIZER • BARRY RENDER • CHUCK MUNSON

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OPERATIONS MANAGEMENT

Sustainability and Supply Chain Management

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To Kay Heizer, always at my side

J.H.

To Horace Dawson and David Greenberg

B.R.

**To Kim, Christopher, and Mark Munson for their unwavering support,
and to Bentonville High School teachers Velma Reed and Cheryl Gregory,
who instilled in me the importance of detail and a love of learning**

C.M.

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