

**readme.txt**

**Operations Management, 9/e, and Principles of Operations Management, 7/e**

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**Student CD**

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**I. SYSTEM REQUIREMENTS**

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- Microsoft Windows XP, Windows Vista
- In addition to the minimum processor requirements for the operating system your computer is running, this CD requires a Pentium II, 200 MHz processor
- In addition to the RAM required by the operating system your computer is running, this CD requires 64 MB RAM
- 59 MB free hard disk space
- Microsoft Word (2000, 2002, or 2003)
- Microsoft Excel (2003 or 2007)
- Adobe Reader 7.0
- QuickTime Player (provided on this CD-ROM)
- 256-color SVGA display is recommended
- A mouse or compatible pointing device that is supported by Windows
- 2x CD-ROM (double speed)
- Internet browser (Netscape 7.0 or Internet Explorer 6.0)
- Optional: Internet connection and e-mail software (to email responses to the Video Case Discussion Questions to your instructor, you must have an Internet connection and email software on your computer.)

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**II. INSTALLATION**

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This CD is for use in Windows and is programmed to auto run. If your PC is set to not allow auto run, you can manually start this CD:

1. Insert the CD-ROM into the drive.
2. Click on the Start button on your Windows Taskbar.
3. When the Start menu appears, click "Run..."

4. At the prompt, type "d:\start.exe" (without quotes). If "d" is not the drive your computer has assigned as the CD-ROM drive, then use the appropriate letter for your computer.

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## II. NAVIGATION

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The contents of the Operations Management CD are organized by feature. Click on a folder once to view its contents.

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## III. CONTENT

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The Operations Management CD-ROM includes many features that will help you learn and study each chapter of the textbook. In order to email responses to the Video Case Discussion Questions to your instructor, you must have an Internet connection and email software on your computer. The rest of the features on the CD will function normally without an Internet connection. In order to take advantage of all the features of the Operations Management CD-ROM, you must have Apple's QuickTime Player and Adobe Reader installed on your computer (see below).

### PROGRAMS

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#### POM FOR WINDOWS

POM for Windows is a user-friendly, Windows-based software package that includes modules covering topics in operations management. Continuous author support is available via e-mail and downloadable upgrades are available via the web at [www.prenhall.com/weiss](http://www.prenhall.com/weiss).

To start POM for Windows, click on the POM for Windows icon on the desktop after installation is complete. To begin work, select a Module from the Module menu.

POM for Windows has comprehensive help both within the program and on the Decision Science Software Support Website. While using POM for Windows, examine the instruction bar on the screen for help on the data to be entered in to a specific cell or use Help, Module (Shift-F1) for general Help on the particular module or use Help, PDF Manual to see the over 200 page manual for the product or use Help, Tutorials to view the tutorials on the program.

If you have problems with the software please visit the "Decision Science Software Support" Web site containing upgrades, tutorials, and helpful information about POM for Windows and other software: <http://www.prenhall.com/weiss>.

If you still need help, please contact [dsSoftware@prenhall.com](mailto:dsSoftware@prenhall.com)

#### QUICKTIME

QuickTime 6.x (or later version), including the QuickTime browser plug-in is required to run the video segments included in this product. If you do not wish to install QuickTime from this CD, go to <http://www.apple.com/quicktime/>. Locate the "download QuickTime" (or similar) link on this page. Click on this link and follow the on-screen instructions in order to download and install QuickTime.

#### ACTIVE MODELS

##### -Active Model Exercises

These Excel-based graphical models allow students to answer questions and visually explore the effects of changes in inputs. Active Models software contains the exercises.

The ActiveModel spreadsheets have been designed to help you understand the quantitative methods in Operations Management. Each spreadsheet contains an example from your textbook for which you may change the data in order to see how the changes will affect the answers. Wherever possible, we have provided a graph. Each Active Model spreadsheet contains a RESET button to easily enable you to restore the original data.

In addition, each spreadsheet contains a QUESTION button which will lead you through a series of questions to help you to better learn the relationship among the parameters of the problem. Please

note that every time you change questions the data will automatically reset to the original parameters. After getting to the last question, a PRINT option is enabled so that you will have a record of your answers for yourself or for your instructor.

Alternatively, you may use the DISPLAY button to see the Questions and Answers on a spreadsheet. A detailed explanation of the question form is on the question form sheet. The spreadsheets are not locked which means that you may enter or change values in any cell. As a rule, only the cells shaded in green should be changed. In general, the cells may be changed directly or with the scrollbar. As a rule, you should NOT change cells that are shaded in red. Cells shaded in yellow may be changed but you will be deleting a formula.

Most scrollbars operate in the same fashion. Clicking on the arrows will generate small changes while clicking on the bar will generate large changes. Experiment with the scroll bar if you need help. For several of the modules you will be asked to read graphs. Move the mouse along the graph in order to have Excel display the value. If you need practice see the graph sheet.

Excel's formula bar is automatically hidden by Active Models. To see it use View, Formula Bar from the Excel menu. In addition, Active Models will automatically remove the gridlines and row and column labels. To restore them use the View tab from Tools, Options.

The intention is NOT to provide these sheets as solvers but many of these sheets can be used in that way. However, the graphs have been scaled according to the numbers being demonstrated. Thus, changing the basic data may lead to a nonreadable graph.

If you want an Excel solver then you should use Excel OM on this CD. Use the menu sheet to navigate to the appropriate workbook or you may load the workbooks directly.

Any comments, suggestions or criticisms should be sent to [dsSoftware@prenhall.com](mailto:dsSoftware@prenhall.com)

#### EXCEL OM

Excel OM is Prentice Hall's exclusive user-friendly Microsoft Excel add-in for Operations Management. Excel OM automatically creates worksheets to model and solve problems. Users select a topic from the pull-down menu, fill in the data, and then Excel will display and graph (where appropriate) the results. This software is great for student homework, "What if" analysis, or classroom demonstrations.

#### -Using Excel OM

There are two different ways that Excel OM can be started after installation.

- 1) From Excel, Open the file C:\Program Files\Excel\OM3\ExcelOM3.XLA to start this add-in.
- 2) From the Desktop, click on the Excel OM item in the Excel OM program group to launch Excel with the Excel OM add-in. Clicking the Excel OM shortcut icon on the desktop will do the same thing.

If you receive a Security Warning on your screen after starting ExcelOM, and there are buttons to either disable or enable macros, click on Enable Macros to continue using the program.

Excel OM has comprehensive online help. While using Excel OM, select Excel OM Help from the Help menu on the taskbar. If you have problems with the software, contact [dsSoftware@prenhall.com](mailto:dsSoftware@prenhall.com). Be sure to visit the "Decision Science Software Support" Web site containing upgrades, tutorials, and helpful information about Excel OM and other software: <http://www.prenhall.com/weiss>

#### ADOBE READER

Adobe Reader is required to view the CD-ROM Tutorial Chapters. This free program is NOT included on this CD. If you do not have Adobe Reader already installed on your computer, go to <http://www.adobe.com> and locate the Adobe Reader download. Follow the instructions to download and install the latest version of Adobe Reader.

#### EXCEL OM DATA FILES

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#### -Excel OM Data Files 2007

The example data files contain data to solve all boxed examples in the text. Excel 2007 is required to view and use these data files.

## -Excel OM Data Files 2003

The example data files contain data to solve all boxed examples in the text. Excel 2003 is required to view and use these data files. These files are provided for users who do not have Excel 2007.

## PRACTICE PROBLEMS

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The additional Practice Problems provide additional problem-solving experience. They supplement the examples and solved problems found in each chapter. These are worked-out solutions to common problems, and are available for almost every chapter. Practice Problems require Microsoft Word to view and use. Information about Microsoft Word can be found on the Internet at <http://www.microsoft.com/word>.

## VIDEOS

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### -Video Cases

Video Cases feature real companies- Arnold Palmer Hospital, Hard Rock Cafe, Ritz Carlton, Regal Marine and Wheeled Coach - and allow students to watch a video clip and read about the case. The students are then asked several questions and can e-mail their answers to their instructor. QuickTime Player is required to view the videos. (<http://www.apple.com/quicktime>). In order to email responses to the Video Case Discussion Questions to your instructor, you must have an Internet connection and email software on your computer.

### -Video Clips

Video clips show how OM is applied in a variety of real businesses. Video Clips require QuickTime in order to be viewed. See QuickTime information under the Installation heading above.

If you cannot run the video, you may not have the correct version of QuickTime or the QuickTime browser plug-in properly installed. If you do not have QuickTime properly installed, either install it from this CD by following the instructions above or go to <http://www.apple.com/quicktime>. At the Web site, locate the "download QuickTime" (or similar) link on the Web page. Click on the link, and follow the on-screen instructions to download and install QuickTime.

## CD-ROM TUTORIAL CHAPTERS

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The tutorial chapters contain additional topics that are not in your textbook. The topics include "Statistical Tools for Managers", "Acceptance Sampling", "The Simplex Method of Linear Programming", and "The MODI and VAM Methods of Solving Transportation Problems" and "Vehicle Routing and Scheduling. You must have Adobe Reader installed to view the tutorials chapters. (<http://www.adobe.com/>)

## LINKS

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### -Author Page Link

This links directly to the authors' website where a list of their books can be found.  
<http://www.prenhall.com/heizer>

### -Pearson Product Support Link

<http://www.247.prenhall.com/>

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## V. TECHNICAL SUPPORT

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This CD is intended for standalone use.

Prentice Hall/Pearson Education does not provide technical support for the third party software.

### Adobe Reader:

Prentice Hall does not offer support for 3rd party software such as Adobe Reader. For information about technical support for Adobe Reader, visit <http://www.adobe.com>

### QuickTime Player:

Prentice Hall does not offer support for 3rd party software such as Apple's QuickTime Player. For information about technical support for Apple's QuickTime Player, visit <http://www.apple.com/quicktime> on the Internet.

Excel OM, Active Models, and POM for Windows:

Be sure to visit the "Decision Science Software Support" Web site containing upgrades, tutorials, and helpful information about Excel OM and other software: <http://www.prenhall.com/weiss>.

If you are having problems with any other software or data on this CD, call (800) 677-6337 Monday and Friday between 8:00 a.m. and 5:00 p.m. and Sunday, 5:00 pm to 12:00 a.m. (All times listed are Eastern). You can also get support by filling out the web form located at <http://247.prenhall.com>

Our technical staff will need to know certain things about your system in order to help us solve your problems more quickly and efficiently. If possible, please be at your computer when you call for support. You should have the following information ready:

- \* product and title and product ISBN
- \* computer make and model
- \* operating system
- \* RAM available
- \* hard disk space available
- \* graphics card type
- \* sound card type
- \* printer make and model
- \* network connection
- \* detailed description of the problem, including the exact wording of any error messages.

**Archivos que están actualmente en el CD**



CD-ROM  
Tutorial  
Chapters



Excel OM Data  
Files



Links



Practice  
Problems



Programs



Videos