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Operations management is an area of management concerned with designing and controlling the process of production and redesigning business operations in the production of goods or services. It involves the responsibility of ensuring that business operations are efficient in terms of using as few resources as needed and effective in terms of meeting customer requirements. operations management jay heizer barry render paul griffin sustainability and supply chain management second canadian edition toronto aa01_heiz4345_02_se_fm.indd iii01_heiz4345_02_se_fm.indd iii 001/12/15 7:38 pm1/12/15 7:38 pmAshraf Ud Dowla. Download with Google Download with Facebook or download with email. Operations Management by Nigel Slack, Stuart Chambers and Robert Johnston_6th EditionScience and Engineering Ethics (2005) 11, 645-654 Ethics in an Operations Management Course Ewa A. Rudnicka University of Pittsburgh at Greensburg, USA Keywords: operations management, ethics cases ABSTRACT: Graduates of the management major at the University of Pittsburgh at Greensburg find employment in a variety of organizations.