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I dedicate this book to Dr. Mahmut Parlar, a great mentor and source of inspiration, and to my parents for their love and support.

Dr. Behrouz Bakhtiari is an assistant professor of operations management at DeGroote School of Business, McMaster University. He teaches courses in operations management, applied business statistics, data analysis, and simulation at both graduate and undergraduate levels.

Dr. Bakhtiari received a bachelor's degree in industrial engineering, a master's degree in production and operations management from Chalmers University of Technology, and a Ph.D. in business administration, with a specialization in management science, from McMaster University.

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