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Jay Heizer is Professor Emeritus, the Jesse H. Jones Chair of Business Administration, Texas Lutheran University, Seguin, Texas. He has taught operations management courses in undergraduate, graduate, and executive programs.

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He holds the CPIM certification from APICS — the Association for Operations Management. Dr. Heizer has co-authored 5 books and has published more than 30 articles on a variety of management topics.

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Caf é include designing meals and analyzing them for ingredient cost and labour requirements. Answer: TRUE

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We've all had friendships that have gone bad. Whether it takes the form of a simple yet inexplicable estrangement or a devastating betrayal, a failed friendship can

make your life miserable, threaten your success at work or school, and even undermine your romantic relationships. Finally there is help. In *When Friendship Hurts*, Jan Yager, recognized internationally as a leading expert on friendship, explores what causes friendships to falter and explains how to mend them -- or end them. In this straightforward, illuminating book filled with dozens of quizzes and real-life examples, Yager covers all the bases, including: The twenty-one types of negative friends -- a rogues' gallery featuring such familiar types as the Blood-sucker, the Fault-finder, the Promise Breaker, and the Copycat How to recognize destructive friends as well as how to find ideal ones The e-mail effect -- how electronic communication has changed friendships for both the better and the worse The misuse of friendship at work -- how to deal with a co-worker's lies, deceit, or attempts at revenge How to stop obsessing about a failed friendship And much more The first highly prescriptive book to focus on the complexities of friendship, *When Friendship Hurts* demonstrates how, why, and when to let go of bad friends and how to develop the positive friendships that enrich our lives on every level. For everyone who has ever wondered about friends who betray, hurt, or reject them, this authoritative book provides invaluable insights and advice to resolve the problem once and for all.

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