

## **Chapter 1:- Introduction to Operations Management**

### **Learning Objectives**

1. Define the term operations management and identify operations management jobs
2. Identify the three major functional areas of organisations and describe how they interact
3. Describe the scope of operations management and provide an overview of this textbook, including differentiating between design and planning/control decisions
4. Compare the production of goods and services
5. Discuss the operations manager's job
6. Describe key aspects of operations management decision making
7. Briefly describe the historical evolution of operations management
8. Identify major trends that affect operations management

### **What is Operations Management?**

- ➔ The management of processes that create goods and/or provide services

Companies use OM to improve:

- EFFICIENCY (operating to minimise cost and time)
- EFFECTIVENESS (achieving intended goals, quality and timeliness)

### **Why Study Operations Management?**

- ➔ Opportunity!

- 1) A large percentage of a company's expenses occur in OM area
  - (more efficient operations = more profits)
- 2) A large number of all jobs are in OM area
  - (purchasing, quality, planning, scheduling, inventory, etc)
- 3) Activities in all other areas are interrelated with OM activities
  - (finance, human resources, marketing, etc)
- 4) Operations innovations lead to marketplace and strategic benefits
  - (air BnB over traditional hotels)

# Operations Management Chapter 6 Solutions

**R Pring**



## **Operations Management Chapter 6 Solutions:**

## **Operations Management Chapter 6 Solutions** Book Review: Unveiling the Power of Words

In a world driven by information and connectivity, the ability of words has become more evident than ever. They have the capability to inspire, provoke, and ignite change. Such could be the essence of the book **Operations Management Chapter 6 Solutions**, a literary masterpiece that delves deep in to the significance of words and their effect on our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book's key themes, examine its writing style, and analyze its overall affect readers.

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