

# Solutions Manual

COLLIER/EVANS, OPERATIONS AND SUPPLY CHAIN MANAGEMENT 2024, 9780357901649;  
CHAPTER 1: OPERATIONS MANAGEMENT AND VALUE CHAINS

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## REVIEW QUESTIONS

1. Explain the concept and importance of operations management.

### **Solution**

Creating and delivering goods and services to customers depends on an effective system of linked facilities and processes, and the ability to manage them effectively around the world. Operations management (OM) is the science and art of ensuring that goods and services are created and delivered successfully to customers. OM includes the design of goods, services, and the processes that create them; the day-to-day management of those processes; and the continual improvement of these goods, services, and processes. Three issues are at the core of operations management: efficiency, cost, and quality.

2. Describe how operations management is used in work throughout business organizations.

### **Solution**

Many people who are considered “operations managers” have titles such as chief operating officer, hotel or restaurant manager, vice president of manufacturing, customer service manager, plant manager, field service manager, or supply chain manager. The concepts and methods of OM can be used in any job, regardless of the functional area of business or industry, to better create value for internal customers (within the organization) and for external customers (outside the organization). OM principles are used in accounting, human resources management, legal work, financial activities, marketing, environmental management, and every type of service activity.

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