

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 organizations 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 minimize cost and time)
- EFFECTIVENESS (achieving intended goals, quality and timeliness)

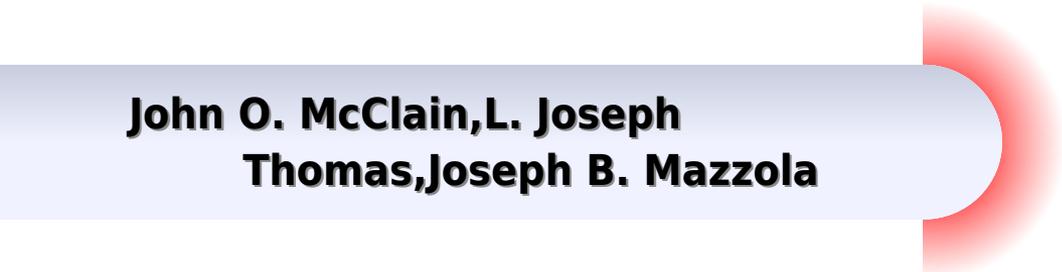
Why Study Operations Management?

- ➔ 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

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Operations Management Chapter 6 Solutions:

Operations Management Mike Pycraft,2000 *Essentials of Operations Management* Nigel Slack,Alistair Brandon-Jones,2018 Based on the market leading Operations Management text this is the ideal book for those wanting a more concise introduction to the subject focusing on essential core topics without compromising on the authoritative clear and highly practical approach that has become the trademark of the authors Revised and updated to reflect the ever changing world of operations management the book is rooted in real life practice with a wealth of examples and case studies from different sectors and industries around the world MyLab Operations Management not included Students if MyLab Operations Management is a recommended mandatory component of the course please ask your instructor for the correct ISBN and course ID MyLab Operations Management should only be purchased when required by an instructor Instructors contact your Pearson representative for more information *Public Service Operations Management* Zoe Radnor,Nicola Bateman,Ann Esain,Maneesh Kumar,Sharon Williams,David Upton,2015-07-30 How do policy makers and managers square the circle of increasing demand and expectations for the delivery and quality of services against a backdrop of reduced public funding from government and philanthropists Leaders executives and managers are increasingly focusing on service operations improvement In terms of research public services are immature within the discipline of operations management and existing knowledge is limited to government departments and large bureaucratic institutions Drawing on a range of theory and frameworks this book develops the research agenda and knowledge and understanding in public service operations management addressing the most pressing dilemmas faced by leaders executives and operations managers in the public services environment It offers a new empirical analysis of the impact of contextual factors including the migration of planning systems founded on MRP ERP and the adoption of industrial based improvement practices such as TQM lean thinking and Six Sigma This will be of interest to researchers educators and advanced students in public management service operations management health service management and public policy studies **Operations Management** Roger G. Schroeder,1989 This book is intended for the introductory course in production and operations management offered by most schools of business administration and some schools of engineering **Instructor's Manual to Accompany Operations Management** Stevenson,2004-03 **Production and Operations Management** Norman Gaither,1996 This work on the retailing firm is written from the perspective of senior management *Operations Management* Richard Schonberger,Edward M. Knod,1991 Operations Management R. Dan Reid,Nada R. Sanders,2002 Operations management is not just a mathematically based idea that is contained within a factory but rather concepts that affect us daily This text focuses on how operations management fits into the business environment *Operations Management* Dilworth,2000-02 *Operations Management and Strategy* Oleary Krajew,2001-06 **Operations Management** Ray Wild,2002 A comprehensive guide to the processes of producing goods and services this title both explains the necessary ideas and

concepts and outlines the procedures and techniques involved The text sets the understanding of operations management in an international context and explains how understanding of these issues relates to other areas of management

Operations Management John O. McClain, L. Joseph Thomas, 1980 **Operations Management** Jay H. Heizer, Jay Heizer, Barry Render, 2004 Now in its seventh edition this text provides a state of the art overview of operations management It includes a new chapter on capacity planning and a behind the scenes look at the integration of operation management at Hard Rock Cafe **Strategic Marketing Problems** Roger A. Kerin, Robert Allen Peterson, 2001 Introducing concepts and tools useful in structuring and solving marketing problems this text provides 42 contemporary marketing case studies

Tourism Marketing and Management Handbook Stephen F. Witt, Luiz Moutinho, 1994 This handbook provides a detailed guide to marketing and management in tourism in the 1990s This second edition features 100 contributions from international authorities on the subject new chapters reflecting the issues of increasing importance in tourism greater emphasis on management and internationally applicable topics and major revisions of all existing chapters The contents have been reorganized by subject area for convenience Designed to provide a user friendly reference the topics covered include cost benefit analysis hotel marketing international tourism trends financial analysis and planning quality management and pricing and promotional strategy This edition shows the application of marketing and management techniques within the tourism industry and is appropriate for use in tourism businesses of any size Annual Report Manitoba. Manitoba Natural Resources, 1996 **Production and Operations Management** James B. Dilworth, 1979 **Operations Management in the Health Services** Carl William Nelson, 1982 Managing Services Marketing John E. G. Bateson, 1989 **Kentucky Administrative Regulations Service**, 2005

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