

## OPERATIONAL MANAGEMENT AND CASE STUDY

### Q. 1. Why is operational management important in CRM?

Answer:

The success of goods or services involving manufacturing or processing depend upon design, specifications, materials, components or sub-components. It is critical and important activity for the organization. The efficient operations ensure the production or service as a customer commitment and that ability to produce is usually dependent on the performance, price, quantity, reliability and processes (as mentioned in the strategic aspect of the business in the case of service, training, processes and operations). Operations management is the management of systems or processes that create goods or services provided services. It is operations business activities that the capabilities that will form the long-term basis for their competitiveness. The concept of the CRM integrated into operations, that productivity increased with higher customer, quality and other capabilities in the operations. However, in manufacturing companies make more performance level of producing goods, the companies are able to produce or other activities that target using lower quality, customer, more manufacturing cost has been substituted by more productive, competitive activities required for the cost of CRM.

Operations management is important because it is the backbone of the business. It is responsible for the production of goods and services and the distribution of those goods and services. It is also responsible for the quality of the goods and services produced and for the cost of production.

1. **Customer Satisfaction:** Operations management is crucial in ensuring customer satisfaction and a strong competitive advantage. It ensures that goods and services are produced and distributed in a timely and efficient manner, leading to customer loyalty and repeat business.
2. **Efficient Resource Utilization:** Operations management involves planning, controlling, and improving the production process, especially that area of physical resources, ensuring that they are utilized efficiently and in a cost-effective manner.
3. **Product Reliability and Consistency:** Consistent high-quality production is crucial for building a strong brand and customer loyalty. Operations management is responsible for ensuring that products meet high-quality standards, leading to reliability and consistency. This helps in building a strong brand and ensuring that products are a competitive with competitors.
4. **Cost Control and Profitability:** Operations management is a key driver of cost control and profitability. Efficient production processes, waste reduction, and maintaining high-quality standards for the delivery of high-quality products at a lower cost.

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