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Chapter 7: Operations Management and Quality for Producing Goods and Services

Chapter Overview

All goods and services production systems have their own unique production processes. These processes provide utility by adding customer value. Companies with different business strategies are best served by having different operations capabilities. Even very similar and competing businesses can produce output and manage quality with completely different production systems.

This chapter is dedicated to the study of operations and quality within both the manufacturing and service sectors. It explains the meaning of the term *production* (or *operations*) and describes the three kinds of utility that operations processes provide. It explains how companies with different business strategies are best served by having different operations capabilities and identifies the major factors considered in operations planning.

The chapter also discusses the information contained in four kinds of operations schedules—the master production schedule, detailed schedule, staff schedule, and project schedule—and identifies the activities involved in operations control. Finally, it looks at the activities and underlying objectives involved in total quality management and explains how a supply chain strategy differs from traditional strategies for coordinating operations among firms.

Learning Objectives

1. Explain the meaning of the term *production* or *operations* and describe the three kinds of utility that operations processes provide for adding customer value.
2. Identify the characteristics that distinguish *service operations* from *goods production*.
3. Explain how companies with different business strategies are best served by having different operations capabilities.

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Rachel S Tattersall



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Table of Contents Download Business Essentials 10th Edition Pdf

1. Understanding the eBook Download Business Essentials 10th Edition Pdf
 - The Rise of Digital Reading Download Business Essentials 10th Edition Pdf
 - Advantages of eBooks Over Traditional Books
2. Identifying Download Business Essentials 10th Edition Pdf
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in a Download Business Essentials 10th Edition Pdf
 - User-Friendly Interface
4. Exploring eBook Recommendations from Download Business Essentials 10th Edition Pdf
 - Personalized Recommendations

- Download Business Essentials 10th Edition Pdf User Reviews and Ratings
- Download Business Essentials 10th Edition Pdf and Bestseller Lists
- 5. Accessing Download Business Essentials 10th Edition Pdf Free and Paid eBooks
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 - Interactive Elements Download Business Essentials 10th Edition Pdf
- 8. Staying Engaged with Download Business Essentials 10th Edition Pdf
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Download Business Essentials 10th Edition Pdf
- 9. Balancing eBooks and Physical Books Download Business Essentials 10th Edition Pdf
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Download Business Essentials 10th Edition Pdf
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Download Business Essentials 10th Edition Pdf
 - Setting Reading Goals Download Business Essentials 10th Edition Pdf
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Download Business Essentials 10th Edition Pdf
 - Fact-Checking eBook Content of Download Business Essentials 10th Edition Pdf

- Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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