

CHAPTER 1 INTRODUCTION TO OPERATIONS MANAGEMENT

Teaching Notes

The initial meeting with the class (the first chapter) is primarily to overview the course (and textbook), and to introduce the instructor and his/her interest in Operations Management (OM). The course outline (syllabus), the objectives of the course and topics, chapters, and pages of text covered in the course, as well as problems/mini-cases to be done in class, videos to watch, Excel worksheets to use, etc. are announced to the class.

Many students may know little about OM and the types of jobs available. This point can be addressed in order to generate enthusiasm for the course. The Learning Objectives at the beginning of the chapter indicate the highlights of the chapter.

1.

Answers to Discussion and Review Questions

1. Operations management is the management of processes (i.e., the sequence of activities and resources) that create goods and/or provide services.
2. Production/operations planner/scheduler/controller, demand planner (forecaster), quality specialist, logistics coordinator, purchasing agent/buyer, supply chain manager, materials planner, inventory clerk/manager, production/operations manager.
3.
 - a. Because a large % of a company's expenses occur in the operations, e.g., purchasing materials and workforce salaries, more efficient operations can result in large increases in profits.
 - b. A number of management jobs are in OM.
 - c. Activities in all other areas of any organization are all interrelated with OM.
 - d. Operations innovations lead to marketplace and strategic benefits.
4. The three major functions of organizations are operations, finance, and marketing. Operations is concerned with the creation of goods and services identified by marketing, finance is concerned with provision of funds necessary for operations and investment of extra funds, and marketing is concerned with promoting and/or selling goods or services.
5. The operations function consists of all activities that are directly related to producing goods or providing services. It adds value during the transformation process (the difference between the cost of inputs and price of outputs). An operations manager manages the transformation function. He/she is responsible for planning and using the resources (labour, machines, and materials). The kind of work that operations managers do varies from organization to organization (largely because of the different goods or services involved). For example, a store/restaurant manager is in effect an operations manager. See Figure 1-6 for examples of typical activities performed by operations managers.
6. Design decisions are usually strategic and long term (1–5 years or so ahead), whereas planning and control decisions are shorter term. In particular, planning decisions are tactical and medium term (1–12 months or so ahead), and control decisions (including scheduling and execution) are

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Gene K. Groff, John F. Muth



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Solutions Manual to Accompany Operations Management James B. Dilworth,1996 *Operations Management* Prentice Hall PTR,1992-03-01 **Solutions Manual** Nile R. Leach,1996 **Operations Management** Gene K. Groff,John F. Muth,1972 **Solutions Manual for Principles of Operations Management** ,1994 **Operations Management** William J. Stevenson,2002 This text surveys the field of operations in the services and manufacturing sectors It provides coverage of the strategies of designing a product or service through the processes making and delivering the product and controlling operations **Operations Management, Manual/examinations** Arthur C. Laufer,1979 **Solutions Manual, Introduction to Management Science** Anderson,Sweeney,Williams,2007-04-01 Solutions Manual to Accompany Management Science Sang M. Lee,Laurence J. Moore,Bernard W. Taylor,1981 Study Guide for Use with Operations Management William J. Stevenson,2007 *Study Guide for Use with Operations Management* William J. Stevenson,2001 *Solution Manual for Management Science* Raj Aggarwal,Inder Khera,1979 **SOM306** Jun-Yeon Lee,California State University, Northridge,2011 VALUE PACK OPERATIONS MANAGEMENT + CONNECT OLA 13E. WILLIAM J. STEVENSON,2017 Operations Management, 8/E With Dvd Stevenson,2005-10-01 **Total Operations Solutions** Ron Basu,J. Nevan Wright,2006-08-11 Total Operations Solutions builds on concepts that were introduced in Total Manufacturing Solutions Basu and Wright 1997 It demonstrates how this holistic approach of operational excellence driven by a self assessment methodology can be applied equally to manufacturing service or public sectors The text covers an implementation programme to demonstrate how to put the methodology into practice a differentiating feature ofthe approach will be a critical update impact analysis and comparison with new developments such as e Business outsourcing Six Sigma EFQM and ISO 9000 2000 It is a step by step guide for the application of the appropriate tools to the improvement process Total Operations Solutions could be used as an essential handbook for all employees in a Six Sigma programme and provide a better understanding of basic tools and techniques to help them to support a quality improvement initiative and sustain a strong competitive position Pearson Custom Education ,2014 **Operations Management + Pearson Etext Access Card + Lecture Guide and Activities Manual** Jay Heizer,Barry Render,2011-05-18 This package contains the following components 0132776006 Operations Management Flexible Version Student Value Edition 0132658712 myomlab with Pearson eText Access Card for Operations Management Flexible Version 0132165848 Lecture Guide and Activities Manual for Operations Management Flexible Edition **Solutions Manual: Sm Management Accounting** McWatters,2000-12-01 **Adventures in Operations Management Manual** Hawkes Learning Systems,1997-01-01

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