Operations Management: Processes and Supply Chains, 12c (Krajewski) Chapter 1 Using Operations to Create Value

1.1 Role of Operations in an Organization

 Operations management refers to the direction and control of inputs that transform processes into products and services.

Answer: TRUE Difficulty: Easy

Keywords: operations management, inputs, process, transformation

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization AACSB: Application of Knowledge

Learning Obj.: Describe the role of operations in an organization and its historical evolution over time.

2) As a functional area of a business, Operations translates materials and services into outputs.

Answer: TRUE Difficulty: Easy

Keywords: operations management, inputs, process, transformation

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization AACSB: Application of Knowledge

Learning Obj.: Describe the role of operations in an organization and its historical evolution over time.

3) The three main line functions of any business include Operations, Finance and Marketing,

Answer: TRUE

Difficulty: Easy Keywords: operations, finance, marketing

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

AACSB: Application of Knowledge

Learning Obj.: Describe the role of operations in an organization and its historical evolution over time.

4) Support functions in an organization include Accounting, Human Resources and Engineering.

Answer: TRUE Difficulty: Easy

Keywords: accounting, human resources, engineering

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization AACSB: Application of Knowledge

Learning Obj.: Describe the role of operations in an organization and its historical evolution over time.

 Regardless of how departments like Accounting, Engineering, Finance, and Marketing function in an organization, they are all linked together through:

A) management.

B) processes.C) customers.

D) stakeholders.

Answer: B

Difficulty: Moderate

Keywords: departments, functions, processes

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization AACSB: Application of Knowledge

Learning Obj.: Describe the role of operations in an organization and its historical evolution over time.

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Valarie A. Zeithaml, Stephen W. Brown

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Table of Contents Operation Management Pearson Custom Test Bank

- 1. Understanding the eBook Operation Management Pearson Custom Test Bank
 - The Rise of Digital Reading Operation Management Pearson Custom Test Bank
 - Advantages of eBooks Over Traditional Books
- 2. Identifying Operation Management Pearson Custom Test Bank
 - 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 an Operation Management Pearson Custom Test Bank
 - User-Friendly Interface
- 4. Exploring eBook Recommendations from Operation Management Pearson Custom Test Bank
 - Personalized Recommendations
 - Operation Management Pearson Custom Test Bank User Reviews and Ratings
 - o Operation Management Pearson Custom Test Bank and Bestseller Lists

- 5. Accessing Operation Management Pearson Custom Test Bank Free and Paid eBooks
 - o Operation Management Pearson Custom Test Bank Public Domain eBooks
 - Operation Management Pearson Custom Test Bank eBook Subscription Services
 - Operation Management Pearson Custom Test Bank Budget-Friendly Options
- 6. Navigating Operation Management Pearson Custom Test Bank eBook Formats
 - ∘ ePub, PDF, MOBI, and More
 - Operation Management Pearson Custom Test Bank Compatibility with Devices
 - Operation Management Pearson Custom Test Bank Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Operation Management Pearson Custom Test Bank
 - Highlighting and Note-Taking Operation Management Pearson Custom Test Bank
 - Interactive Elements Operation Management Pearson Custom Test Bank
- 8. Staying Engaged with Operation Management Pearson Custom Test Bank
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Operation Management Pearson Custom Test Bank
- 9. Balancing eBooks and Physical Books Operation Management Pearson Custom Test Bank
 - ∘ Benefits of a Digital Library
 - Creating a Diverse Reading Collection Operation Management Pearson Custom Test Bank
- 10. Overcoming Reading Challenges
 - o Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Operation Management Pearson Custom Test Bank
 - Setting Reading Goals Operation Management Pearson Custom Test Bank
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Operation Management Pearson Custom Test Bank
 - Fact-Checking eBook Content of Operation Management Pearson Custom Test Bank
 - 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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