

Chapter 1: using operations to create value

What is Operations Management?

- Operations Management
 - The systematic design, direction, and control of processes that transform inputs into services and products for internal, as well as external, customers
- Process
 - Any activity or group of activities that takes one or more inputs, transforms them and provides one or more outputs for its customers
- Operation
 - A group of resources performing all or part of one or more processes

What is Supply Chain Management?

- Supply Chain Management
 - The synchronization of a firm's processes with those of its suppliers and customers to match the flow of materials, services, and information with customer demand

Supply Chain Management

- Supply Chain
 - An interrelated series of processes within and across firms that produces a service or product to the satisfaction of customers

Roles of Operations in an Organization

Figure 1.1 Integrating Internal Operations with External Customers



Figure 1.2 Processes and Operations



How Processes Work

- Every process and every person in the organization has customers
 - External customers
 - Internal customers
- Every process and every person in the organization relies on suppliers
 - External suppliers
 - Internal suppliers

Nested Processes

- Nested Process
 - The concept of a process within a process

Service and Manufacturing Processes

- Physical, durable output
- Output can be inventoried
- Low customer contact
- Long response time
- Capital intensive

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