
UNIT 1 OPERATIONS MANAGEMENT: AN OVERVIEW

Objectives

After going through this unit, you should be able to understand:

- The scope and significance of the function of operations management.
- The importance of studying operations management.
- The role of operations managers in organisations.
- The productivity and factors of production.
- The ethics and social responsibility of operations managers

Structure

- 1.1 Introduction
- 1.2 What is operations management?
- 1.3 Nature of operations management (OM)
- 1.4 Scope and Significance
- 1.5 System View of Operations Management
- 1.6 Why Should Study OM?
- 1.7 Role of Production and operations manager
- 1.8 Understanding Goods and Services
- 1.9 Productivity
- 1.10 Productivity Measurement
- 1.11 Productivity Variables
- 1.12 Customer benefits packages (CBP)
- 1.13 Ethics and social responsibility
- 1.14 Environmental Concerns of Operations
- 1.15 Operations Manager in India
- 1.16 Summary
- 1.17 Self-assessment Exercises
- 1.18 Further Readings

1.1 INTRODUCTION

Operations management involves managing the various resources, activities, processes, and procedures related to converting inputs into outputs. Every manager must understand the role and responsibilities of operations managers in manufacturing and service organisations to implement operations management practices effectively. Reducing waste and improving the quality of products and services with better practices is crucial to sustain in the competitive business world. The operations management practices have

Service Operations Management Mba Notes

**Bharti, Shikha Singh, Anand
Pandey, Amit Sachan**



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Service Operations Management David Parker, 2012-09 As the services sector has become the most important sector of many of our economies this book makes a valued contribution to our greater understanding of what features are critical to operational success in this sector Based upon sound research and drawing on numerous cases studies the author has delivered an expose that will be of value to academics and practitioners alike From a long career in the field the author has distilled critical content into a well organised book that is a must for students and practitioners in services operations management It is welcoming to read of service operations management in the not for profit and public sectors _ Peter Liesch University of Queensland Business School Brisbane Australia David has captured the essentials of service operations within a complete enterprise framework Based upon case studies from a broad variety of organizations from around the globe this easy to understand text is a must for students and practitioners alike Students of service operations and indeed services marketing have been long awaiting a reference such as this _ Derek Lundberg Metcash Food Grocery The author recognizes the critical fact that service operations is worlds apart from manufacturing operations management that produces tangible products _ a failing of so many other texts that have drawn on yesteryear manufacturing paradigms to try and explain services This book succeeds in combining operational analysis with the empirical research to arrive at a comprehensive understanding of the forces that shape and change the service sectors Drawing on a wealth of information by virtue of his track record of many years researching the service sectors this book will be invaluable to both students practitioners and anyone interested in successful service operations _ tourism hospitality transport retailing utilities not for profit public service _ George Downie Senior Lecturer Southampton Business School UK This is an important book for educators students and professional managers As the services sector becomes a larger and increasingly pervasive part of our economy and as

service operations management becomes the biggest part of most organizations the opportunity to increase productivity quality flexibility and innovation of service provision must be grasped firmly by those who want their organizations to remain competitive and successful This book very effectively blends conceptual frameworks with new practical case studies It is full of valuable and useful insights _ Danny Samson University of Melbourne Australia This comprehensive textbook will become required reading for postgraduate students seeking to understand the principles of service operations management and for undergraduate students specializing in hospitality tourism or the public sector It will also serve as a handbook for operations managers in service organizations as they seek to develop and implement improved operations strategies Focusing on service delivery design capacity recovery performance measurement and service strategy the challenge of delivering exceptional service quality is addressed through a comparison of customers perceptions and expectations A new approach to quality in services describes the tools and methods for continuous service improvement This accessible and engaging textbook is the ideal foundation for a course in service operations management Each chapter represents a lecture and specific topic _ with specified learning objectives and outcomes develops using a chunking and scaffold pedagogical technique _ sub sections in the chapter develop the chapter s theme includes examples of organizations and small case vignettes suitable for class group discussion and larger cases of international organizations for set work activity draws upon contemporary research with clear citations to show the source _ each chapter has a bibliography and reference list includes a series of questions that can be asked of the audience students _ either to promote discussion or to be set as an assignment See the companion website _ INCLUDE LINK _ for an Instructor Resource Guide and PowerPoint slides with tips for activities and as a general guide to explore issues raised in the book

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Operations Management Mike Pycraft,2000

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Essential Guide to Operations Management David Bamford,Paul Forrester,Iain Reid,2023-07-31 The revised and updated second edition of the popular and practical guide to contemporary operations management now featuring a new chapter on managing sustainable supply networks The Essential Guide to Operations Management explores fundamental operations management principles and shows how they are applied in real life situations in both the services and manufacturing sectors It adapts a strategic stance by providing a framework for effective decision making determining operations strategies designing processes products and work organisations managing change through effective project management and technology transfer exploring contemporary approaches to operations planning and control and then managing quality and improvement strategies As such it addresses the needs of practising managers postgraduate MBA and MSc students and final

year undergraduates in advanced operations management elective courses The Essential Guide to Operations Management Concepts and Case Notes Second Edition is supported by updated case studies throughout and online support materials for lecturers

Supply Chain Management Bharti, Shikha Singh, Anand Pandey, Amit Sachan, 2024-10-17 The reference text discusses fundamental principles planning sourcing demand forecasting and supply forecasting in the field of supply chain management It further highlights the important aspects of supply chain management such as resource planning inventory management quality tools and documentation in logistics It demonstrates the issues barriers emerging trends and technological advances in supply chain management This book Discusses the principles of resource planning and inventory management in supply chain management Covers aspects of competing strategies and networking management Presents case studies highlighting ongoing practices and real time issues in supply chain management Highlights the importance of demand and supply forecasting in the field of supply chain management Explains quality tools emerging trends challenges and barriers in supply chain management It is written primarily for senior undergraduate and graduate students and academic researchers in the fields of industrial engineering production engineering mechanical engineering management supply chain management and manufacturing engineering

Health Operations Management Jan Vissers, 2005-08-30 Health operations management is defined as the analysis design planning and control of all of the steps necessary to provide a service for a client In other words it is concerned with identifying the needs of clients usually patients and designing and delivering services to meet their needs in the most effective and efficient manner Addressing this key healthcare industry challenge this informative textbook crosses geographical boundaries to outline the logical steps of health operations management focusing on the management of patient flows and resources Until now healthcare professionals practitioners and students interested in this topical issue consulted general operations management textbooks but with discussions of related fields such as healthcare quality assurance and performance management this dedicated volume now provides a much more relevant read Featuring theoretical framework and practical case studies this book also covers subjects such as hospital planning and supply chain management in healthcare and will be a valuable reference for students and researchers in the fields of healthcare management operations management and patient flow logistics

Manufacturing & Service Operations Management, 2000 *Operations Forensics* Richard Lai, 2013-03-01 Powerful tools for using operations metrics to analyze companies in ways that go beyond traditional financial models and statements Investors and analysts often need to look into a firm's operations more deeply than traditional financial statements and models allow This book describes newly developed tools for using operations metrics to discern and influence the valuation of a firm It is the first to present these techniques from a unified perspective that of operations forensics which looks at operations management not from the traditional point of view of a manager but from that of an investor or shareholder After a discussion of financial statements and the useful but incomplete insights they provide the book covers the three components of operations forensics operational

indicators operations details that can predict future performance operational due diligence methods for verifying companies claims about operational excellence and valuing their operational assets and operational turnaround an innovative approach to buyout and turnaround strategies The text also offers brief reviews of operations management concepts real world examples of operations forensics and a glossary The mathematical material gradually increases in sophistication as the book progresses but can be skipped without loss of continuity Each chapter concludes with a Takeaways and Toolkit section a brief summary of prior research and suggestions for further reading Operations forensics offers powerful tools and frameworks for financial analysts private equity firms managers and consultants This book provides a valuable resource for MBA students and practitioners Downloadable supplementary material for instructors includes figures from the text and 42 slides that can be used for class presentations

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Harvey,2005-06-07 The quest for value drives customer behavior in the services marketplace This book focuses on complex service processes and is written for professionals quasi professionals and technical workers laboring in all spheres from law to medicine and accounting to engineering It draws its theory and examples from these professional services and many more with hands on end of chapter exercises on all topics A framework is presented for understanding how a set of shared fundamental beliefs drives the best in class professional service organizations in their learning which is the source of sustained competitive advantage Products and processes can be imitated or copied but learning faster than your competition cannot Processes create the benefits customers want by delivering the service or by making this delivery possible in one way or another The notions methods and tools presented in this book present readers with a perspective on their work they most likely never envisaged and which will lead to a marked improvement in their effectiveness Corporate Democracy, Open Innovation, and Growth

Rajagopal,Ramesh Behl,2024-11-22 This book discusses stakeholders engagement in corporate governance as an emerging philosophy to empower them and motivate value based business performance through co creation and coevolution Reviewing a wide range of literature and empirical studies this edited volume analyzes emerging theories of stakeholder engagement agility in business corporate social responsibility and value co creation Eighteen articles spread across five sections in this volume deliberate on human factors in corporations This book presents new insights of corporate democracy governance and agile business modeling integrate people profit and corporate citizenship behavior Articles in this book discuss the democratization and socialization processes of business as budding corporate philosophies

The New Science of Retailing Marshall Fisher,Ananth Raman,2010-06-22 Retailers today are drowning in data but lacking in insight They have huge volumes of information at their disposal But they re unsure of how to sort through it and use it to make smart decisions The result They re struggling with profit sapping supply chain problems including stock outs overstock and discounting It doesn t have to be that way In The New Science of Retailing supply chain experts Marshall Fisher and Ananth Raman explain how to use analytics to better manage your inventory for faster turns fewer discounted offerings and fatter profit margins Featuring case studies of retailing exemplars from around the world this practical new book shows you how to Mine your sales data to identify homerun products you re missing Reinvent your forecasting and pricing strategies Build end to end agility into your supply chain Establish incentives that align your supply chain partners behind shared objectives Extract maximum value from technologies such as point of sale scanners and customer loyalty cards Highly readable and compelling The New Science of Retailing is your playbook for turning all that data into a wellspring for new profits and unprecedented efficiency Organizational Effectiveness, Service Quality, and Related Aspects in its Services Rainer Bubenheim,1997-08-27 Inhaltsangabe Abstract Services in the field of information technology IT are an emerging and expanding market The quality with which they are delivered to the customer and the effectiveness of their provision determine the economic success of an enterprise to a large extent Therefore the dissertation centers around

service quality and organizational effectiveness Introducing the characteristics of services in general intangibility inseparability heterogeneity and perishability and the role of projects in IT services are explained Then organizational effectiveness is defined as internal efficiency plus adaptability to external demands Two models are compared showing that organizational effectiveness consists of several factors e g motivation management leadership or structure which indeed can be measured via a particular diagnosis questionnaire Analogously two service quality models are put forth They reveal that total quality is comprised of the technical quality of the service outcome objective quality and the functional quality of the process subjective quality Likewise service quality can be evaluated by regarding ten determinants and graphically displaying them in an importance performance grid Relating to both points above aspects in marketing internal interactive and operations service as a basic function and as one objective are considered The so gained theoretical insights are practically applied in an investigation of an IT service department for which specific recommendations are deduced Generally results suggest that service quality and organizational effectiveness are somehow related and commonly influenced by organizational structure customer orientation as well as management leadership and motivation The discussion of these points finally leads to the conclusions that 1 a matrix structure in IT services is more apt than any other one 2 a people oriented management style is of crucial importance for motivating people and reaching performance and 3 orientation towards the customer and marketing the buyer seller interactions decisively influences the perception of service quality

Inhaltsverzeichnis Table of Contents List of Figuresix Preface and Acknowledgementsx Prologue1 1 Introduction3 2 Managing Services and Organizational Effectiveness in Business Administration Literature5 2 1 General Characteristics of Services5 2 2 Organizational Effectiveness9 2 3 Service Services Management Bart van Looy,Paul Gemmel,Roland Dierdonck,2003 After looking at the specific nature of services and the peculiarities of managing services the three sides of service management are discussed extensively in this book Concepts and frameworks are followed by case studies and examples *Practices and Tools for Servitization* Marko Kohtamäki,Tim Baines,Rodrigo Rabetino,Ali Z. Bigdeli,2018-05-31 This edited book intends to provide knowledge on tools and practices of servitization to facilitate the formulation and implementation of servitization based strategies service infusion and manufacturing service transition globally Including 22 practically relevant contributions this book aims to help scholars and practitioners seeking to facilitate servitization in companies through original perspectives and advanced thinking in related issues such as business models strategic change practices processes routines value creation and appropriation Employing practice theory as a useful frame the contributions span theoretical approaches such as product service systems service science services dominant logic and cocreation resource based views industrial organization and institutional theory The book presents tools and frameworks to enable and support servitization and engender understanding of servitization as practice The Palgrave Handbook of Change and Resilience at Work Joan Marques,2025-07-29 This handbook focuses on two critical aspects in today s professional environments change

and resilience Change has manifested itself as a constant in today's world often caused by factors beyond our control Resilience emanates from our efforts to convert changes from challenges into opportunities The book addresses three main themes 1 adapting to a changing work landscape which explores the historical societal technological and global factors influencing work environments 2 leadership in times of flux investigating leadership roles and strategies during organizational change including communication tactics ethical considerations and 3 the transformative impact of leadership and building resilience in the face of uncertainty encompassing leadership and self leadership humor collaboration and adapting ancient traditions to modern challenges Due to its fascinating range of topics this handbook will be of interest to a broad range of readers including researchers practitioners and coaches interested in understanding organizational operations and employees adaptations to societal changes

The Definitive Guide to Emergency Department Operational Improvement Jody Crane, MD, MBA, Chuck Noon, PhD, 2019-11-25 This revised and updated book explores the academics behind managing the complex service environment that is the Emergency Department ED by combining applied management science and practical experiences to create a model of how to improve operations This book offers a presentation of Lean tools used in the ED along with basic and advanced flow principles It then shows how these concepts are applied and why they work supported by case studies in which Lean principles were used to transform an underperforming ED into a world class operation After reviewing best practices the authors explain how to achieve excellence by discussing the elements of creating a culture of change

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