

## CHAPTER 01 INTRODUCTION TO OPERATIONS MANAGEMENT

### Teaching Notes

Many students come to this course with negative feelings, perhaps because they have heard that the course includes a certain amount of quantitative material (which many feel uncomfortable with), or perhaps because the course strikes them as "how to run a factory." Others seem to have very little idea about what operations management is. I view the initial meeting with my classes, and this first chapter, as opportunities to dispel some of these notions, and to generate enthusiasm for the course.

Highlights of the chapter include the following:

1. Operations as one of the three main functional concerns of most organizations.
2. The role and job of the operations manager as a planner and decision-maker.
3. Different ways of classifying (and understanding) production systems.
4. System design versus system operation.
5. Major characteristics of production systems.
6. Contemporary issues in operations management.
7. Operations as essentially managerial (planning, staffing, etc.)
8. The historical evolution of production/operations management.
9. Manufacturing operations versus service operations.

### Reading: The Challenges of Managing Services

1. In comparison to manufacturing industry, services have:
  - a. Less structured jobs.
  - b. Higher customer contact.
  - c. Lower worker skills.
  - d. Low skill entry-level positions.
  - e. Higher employee turnover.
  - f. Higher input variability.
2. Because of the factors listed in the answer to question 1, in service industry it is more difficult to control costs and quality resulting in lower productivity. In addition the risk of customer dissatisfaction is greater and employee motivation is lower.

### Reading: Why Manufacturing Matters

1. Since the U.S. economy is becoming more service based, the percentage of employment in manufacturing is declining while the percentage of employment in service industry is increasing. An agile manufacturer is able to switch quickly and economically from one product to another with very little disruption.

# Operating Management 11e Chapter 3 Stevenson Solution To Problems

**Albert A Gayle**



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Instructor's Manual to Accompany Operations Management Stevenson,2004-03      **EBOOK: Operations Management: Theory and Practice: Global Edition** STEVENSON, WILL,2019-01-11 EBOOK Operations Management Theory and Practice Global Edition      **Production and Operations Management** William J. Stevenson,2001

**Production/operations Management** William J. Stevenson,1999 The material in this book is intended as an introduction to the field of production and operations management It is suitable for both undergraduate and graduate students      *Managerial Accounting* Irvin N. Gleim,Terry L. Campbell,1992      **Final Environmental Impact Statement, Land and Resource Management Plan** United States. Forest Service. Pacific Northwest Region,1990      **Essentials of Production and Operations Management** Ehud Menipaz,1984      **Novell's ManageWise Administrator's Handbook** Randi E. Constable,1997-08-29 Novell s Manage Wise Administrator s Handbook The Indispensable Guide to Proactive Network Management Novell s ManageWise Administrator s Handbook contains dozens of proven techniques and new ideas to help you master Novell s ManageWise and take control of your network Whether you have a three user PC LAN environment or a large enterprise network you can now minimize server downtime using the powerful capabilities of ManageWise for detecting failures and viruses early managing components and monitoring trends With clear and detailed scenarios Novell expert Randi Constable shows you how to maximize your network s performance and increase productivity and profitability for your company Optimize Your Network s Performance and Reliability Detect network problems early on your IntranetWare NetWare and Windows NT servers Diagnose fix and control your networked desktop systems Monitor the interaction of all the devices on your network Manage print queues for maximum efficiency Customize alarm thresholds to get advanced notification of failures Use LANalyzer agents to minimize troubleshooting time Take advantage of cost effective remote server management Monitor clients and servers for viruses and inoculate them as detected Analyze trends of your server s performance parameters      **Manufacturing Engineering and Management** ,1952      **Normal Instructor** ,1910

Scientific American ,1904      **American Nurseryman** ,1962      The Conference Board Business Record National Industrial Conference Board,1962      *Library and Information Sciences* ERIC Clearinghouse on Library and Information Sciences,1972      The New York Times Index ,1993      *Material Handling Engineering* ,1949      **The Weekly Underwriter** Alasco Delancey Brigham,Henry Rogers Hayden,1929      **Individual and Small Group Decisions** K. J. Radford,1989 This book describes methods of making decisions in situations where two or more participants have an interest in the resolution of the decision at hand      **The Tool Engineer** ,1952      *The Tool and Manufacturing Engineer* ,1952

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