

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.

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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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Table of Contents Operating Management 11e Chapter 3 Stevenson Solution To Problems

1. Understanding the eBook Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - The Rise of Digital Reading Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Advantages of eBooks Over Traditional Books
2. Identifying Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - 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 Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - User-Friendly Interface
4. Exploring eBook Recommendations from Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Personalized Recommendations
 - Operating Management 11e Chapter 3 Stevenson Solution To Problems User Reviews and Ratings

- Operating Management 11e Chapter 3 Stevenson Solution To Problems and Bestseller Lists
- 5. Accessing Operating Management 11e Chapter 3 Stevenson Solution To Problems Free and Paid eBooks
 - Operating Management 11e Chapter 3 Stevenson Solution To Problems Public Domain eBooks
 - Operating Management 11e Chapter 3 Stevenson Solution To Problems eBook Subscription Services
 - Operating Management 11e Chapter 3 Stevenson Solution To Problems Budget-Friendly Options
- 6. Navigating Operating Management 11e Chapter 3 Stevenson Solution To Problems eBook Formats
 - ePub, PDF, MOBI, and More
 - Operating Management 11e Chapter 3 Stevenson Solution To Problems Compatibility with Devices
 - Operating Management 11e Chapter 3 Stevenson Solution To Problems Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Highlighting and Note-Taking Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Interactive Elements Operating Management 11e Chapter 3 Stevenson Solution To Problems
- 8. Staying Engaged with Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Operating Management 11e Chapter 3 Stevenson Solution To Problems
- 9. Balancing eBooks and Physical Books Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Operating Management 11e Chapter 3 Stevenson Solution To Problems
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Setting Reading Goals Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - Fact-Checking eBook Content of Operating Management 11e Chapter 3 Stevenson Solution To Problems
 - 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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