



SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore - 641 107

An Autonomous Institution

Accredited by NBA - AICTE and Accredited by NAAC - UGC with 'A' Grade
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai



DEPARTMENT OF MANAGEMENT STUDIES

COURSE NAME : 19BA204 OPERATION MANAGEMENT

I YEAR / II SEMESTER

UNIT 1 - INTRODUCTION TO OPERATION MANAGEMENT





OPERATION MANAGEMENT

- ✓ Operations management is the administration of business practices to create the highest level of efficiency possible within an organization
- ✓ Operations management is concerned with converting materials and labor into goods and services as efficiently as possible.
- ✓ Corporate operations management professionals try to balance costs with revenue to maximize net operating profit.



OPERATION MANAGEMENT

- ✓ *Operation management means the administration of business activities for attaining higher efficiency.*
- ✓ *It is a process of planning, organizing, and supervising the operations of the business for better productivity.*
- ✓ *Operation management aims at reducing the cost to business by avoiding any wastage of resources.*



Importance and Value of Operations Management

- 1. Production Efficiency**
- 2. Profit Maximization**
- 3. Satisfaction of the Customers**
- 4. Effective Utilization of the Resources**
- 5. Management of Inventory**
- 6. Capacity Management**
- 7. Improvement of Product Quality**
- 8. Create Strong Operation Skill**
- 9. Improvement of Working Conditions**
- 10. Supply Chain Management**
- 11. Scheduling Management**



Scope of Operations Management

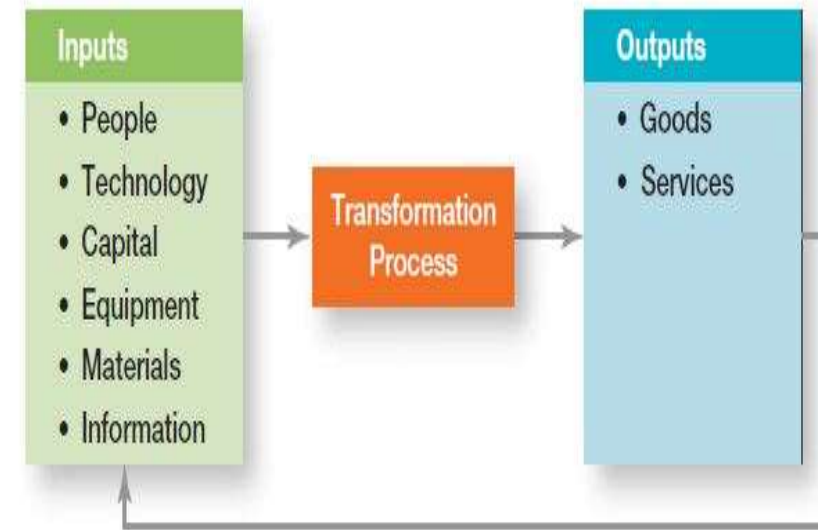
- Increase Productivity
- Raises Revenue
- Achievement of Organisation Goals
- Improve Customer Satisfaction
- Reduce Investment Need
- Enhance Goodwill
- Improve Innovation

commercemates.com

Nature of Operation Management

- Dynamic
- Transformational Process
- Continuous Process
- Administration

commercemates.com





Role of Operations Manager

- Ensuring that the operations systems meet objectives of the organisation as a whole
- Making strategic decisions relating to planning and designing an operating system
- Inventory management
- Manufacturing
- Quality
- Maintenance/engineering



Primary and Secondary function of operation management

Functions of Operations Management

- Finance
- Operation
- Strategy
- Product Design
- Maintaining Quality

commercemates.com

Functions of Operations Management

- Materials
- Methods
- Machines and Equipments
- Estimating
- Loading and Scheduling
- Routing

Operation Process

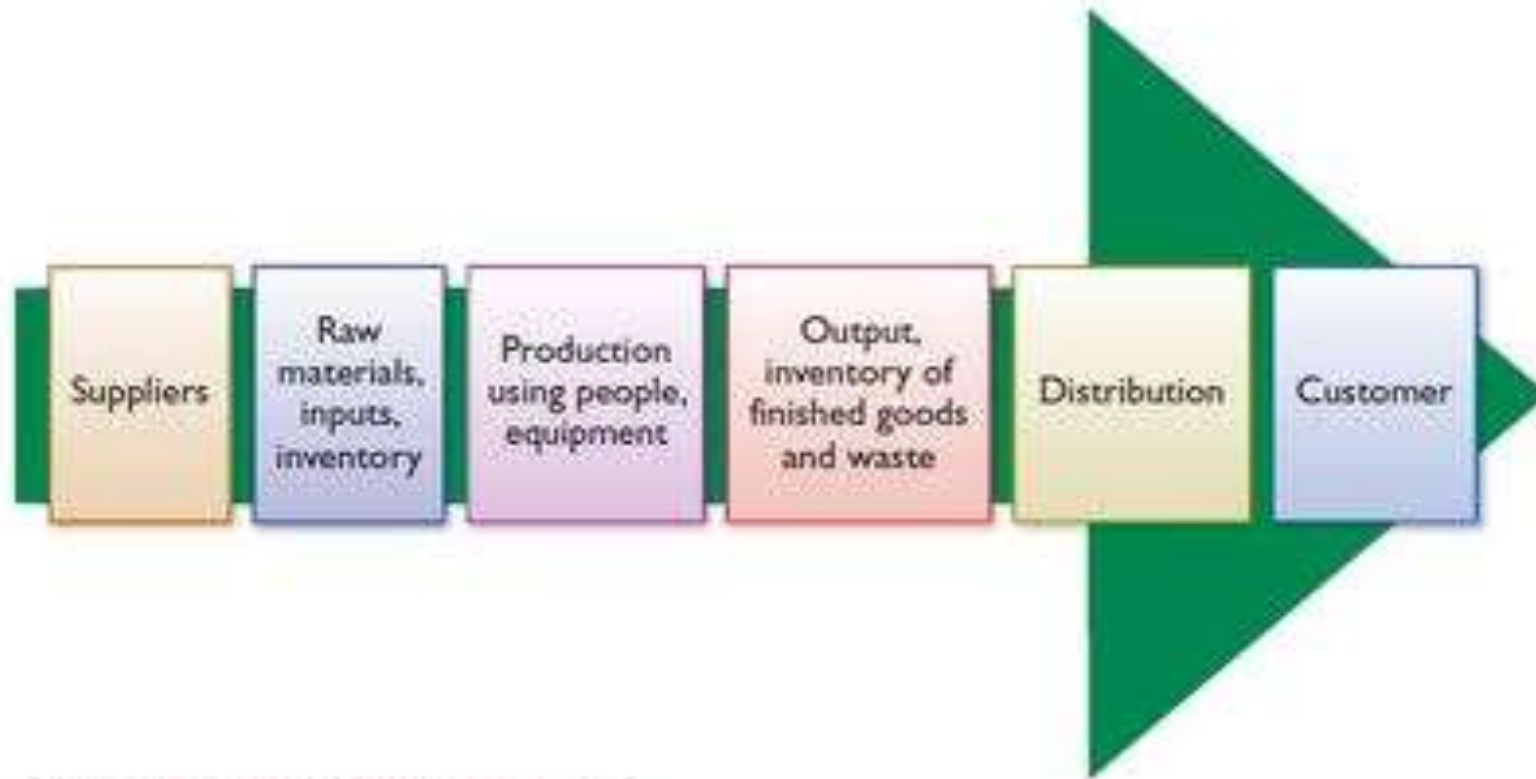
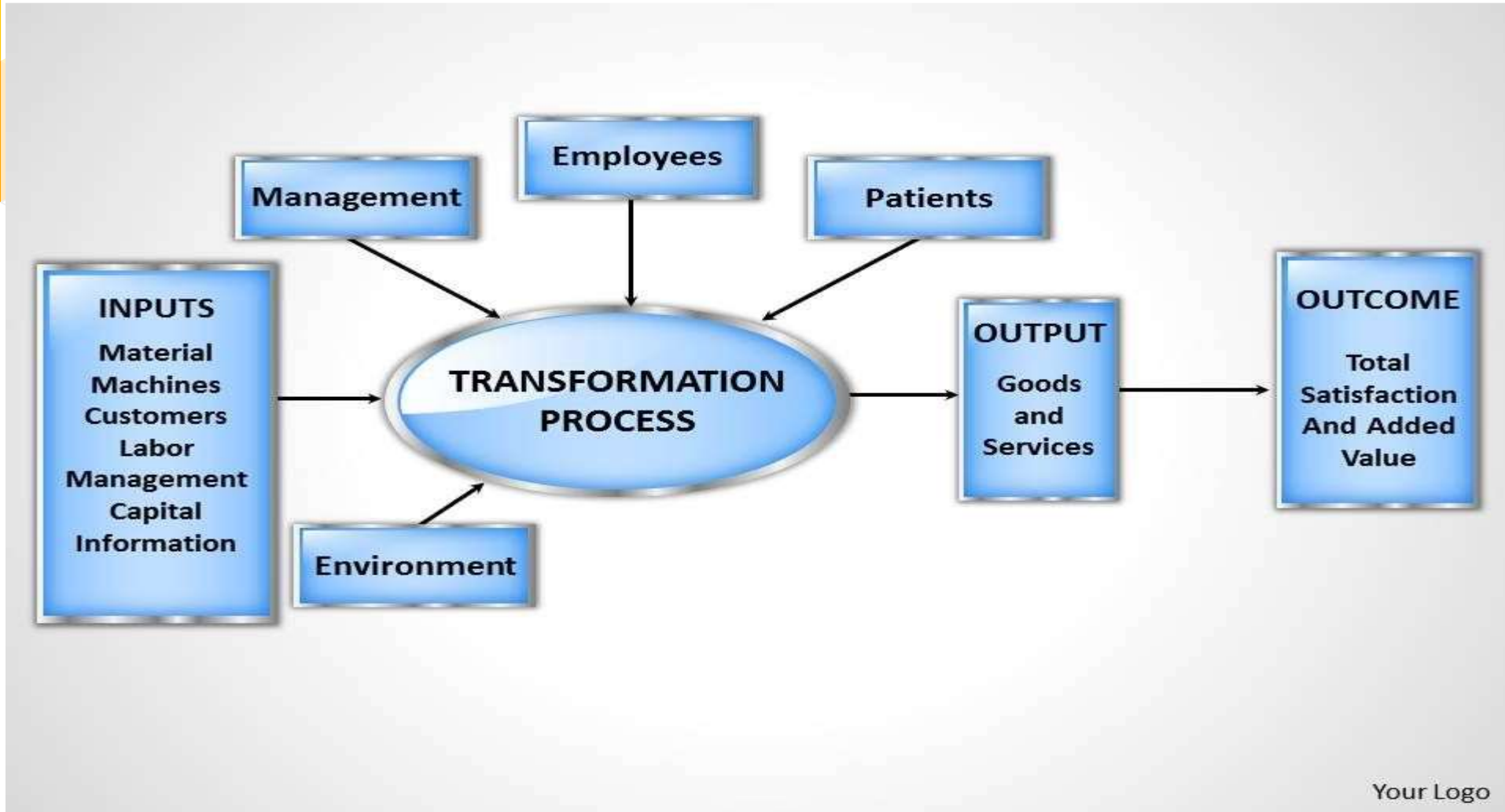


Figure 1.1 Simplified operations process.

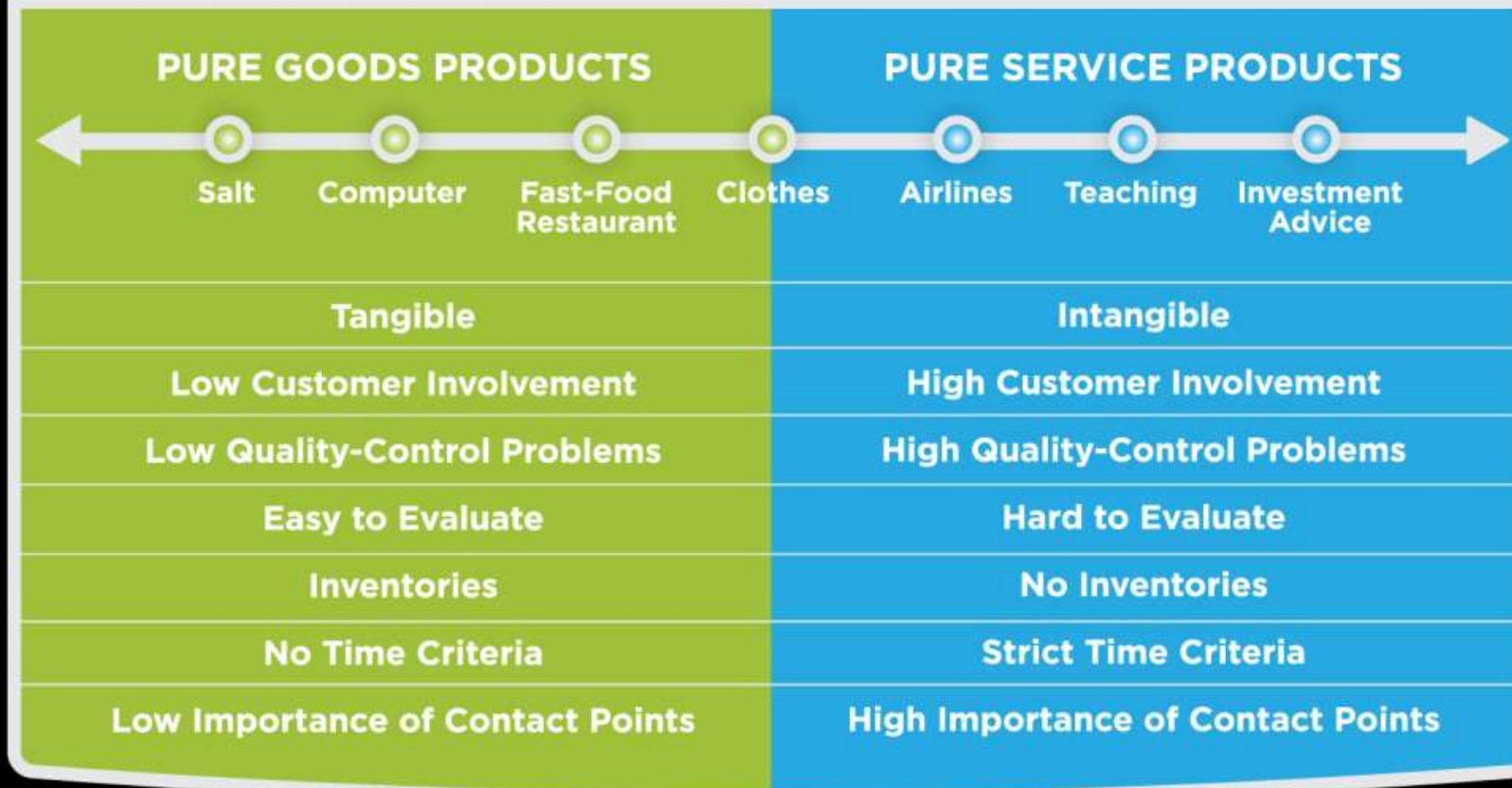




Transformation Process



CHARACTERISTICS THAT DISTINGUISH GOODS FROM SERVICES





Thank You