



PLANNING









DESIGNING

Operations



Management-













OUTPUT



What is Operations Management?



OM is defined as:

"The Science and the Art of ensuring that goods and services are created and delivered successfully to customers"







Operations Management is:

The *business function* responsible for **planning**, **coordinating**, and **controlling** the <u>resources</u> needed to <u>produce</u> <u>products</u> and services for a company





Operations Management is:

- A management function
- An organization's core function
- In every organization whether Service or Manufacturing, profit or Not for profit



Why Study OM?



• OM is an integrative body of knowledge; whose skills are needed in industries as diverse as health care, education, telecommunications, lodging, food service, banking, consulting and manufacturing







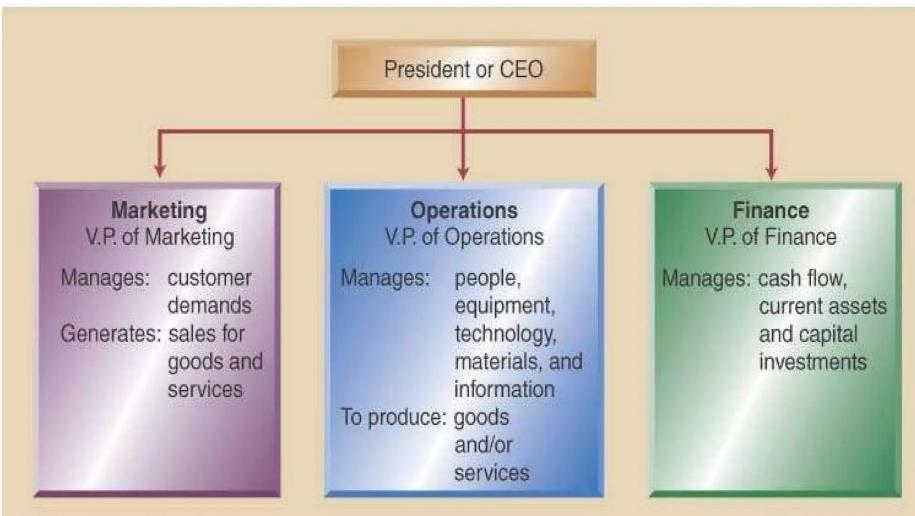


- OM is one of the three major functions of any organization, and its integrally related to all the other business functions.
- We study OM because we want to know how goods and services are produce.
- We study OM to understand what operations managers do.
- We study OM because it is such a costly part of an organization.





Typical Organization Chart







What is Role of OM?

- OM Transforms inputs to outputs
 - Inputs are resources such as
 - People, Material, and Money
 - Outputs are goods and services