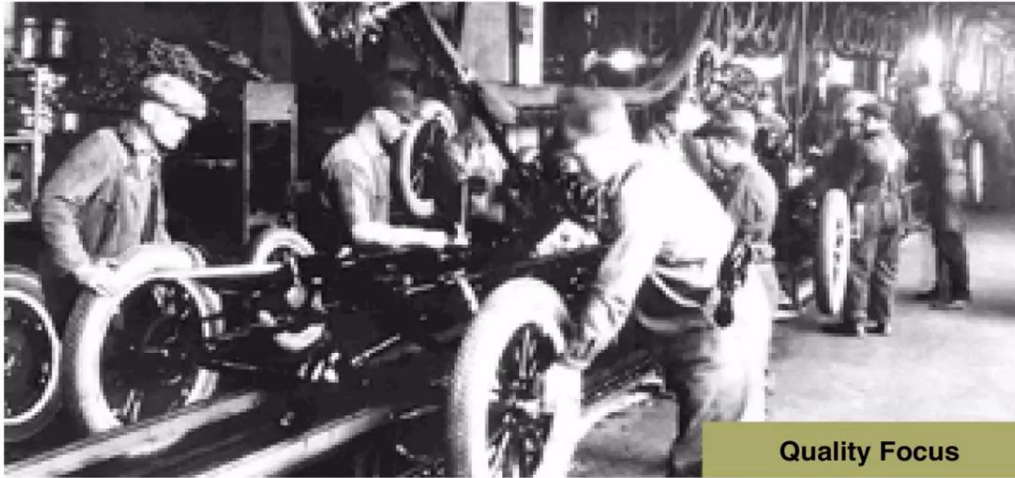




The Historical Evolution of Operations Management

Significant Events in Operations Management



Customization Focus

Mass Customization Era

1995–2005

Globalization

Internet

Enterprise Resource Planning

Learning Organization

International Quality Standards

Finite Scheduling

Supply Chain Management

Agile Manufacturing

Quality Focus

Cost Focus

Early Concepts

1776–1880

Labor Specialization

(Smith, Babbage)

Standardized Parts (Whitney)

Scientific Management Era

1880–1910

Gantt Charts (Gantt)

Motion & Time Studies

(Gilbreth)

Process Analysis (Taylor)

Queuing Theory (Erlang)

Mass Production Era

1910–1980

Moving Assembly Line

(Ford/Sorensen)

Statistical Sampling

(Shewhart)

Economic Order

Quantity (Harris)

Linear Programming

(Dantzig) PERT/CPM

(DuPont)

Material Requirements

Planning

Lean Production Era

1980–1995

Just-In-Time

Computer Aided Design

Electronic Data Interchange

Total Quality Management

Baldrige Award

Empowerment

Kanbans