

Operations Management Contemporary Concepts And

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this text presents a number of case studies in operations management of varying length and rigor with several of the cases originating from harvard and darden the student cd rom packaged with the book is an interactive learning tool and brings the material to life

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operations management is an area of management concerned with overseeing designing and controlling the process of production and redesigning business operations in the production of goods or services it involves the responsibility of ensuring that business operations are efficient in terms of using as few resources as needed and effective in terms of meeting customer requirements it is concerned with managing the process that converts inputs in the forms of raw materials labor and energy into outputs in the form of goods and or services the relationship of operations management to senior management in commercial contexts can be compared to the relationship of line officers to highest level senior officers in military science the highest level officers shape the strategy and revise it over time while the line officers make tactical decisions in support of carrying out the strategy in business as in military affairs the boundaries between levels are not always distinct tactical information dynamically informs strategy and individual people often move between roles over time

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