



Operations Management

The Stuff that we need to 'Have'!
 Inputs required to produce the required goods/services must first be gathered.

- Raw materials and components
- Human resources
- Technology
- Capital, plant and equipment
- Information and knowledge
- Time

INPUTS

Processes

The Stuff that we need to 'Do'!
 This is the transformation of inputs into finished outputs (adding value to inputs)
 Eg. Assembly, testing, packaging, dispatch
 Developments in technology are constantly changing the processes available so organisations in their search for greater efficiency in operations.

The Stuff that we Sell!

Outputs are the final product, or results of the operations process.

Outputs = Goods (tangible)
 Services (intangible)

OUTPUTS

What are the **Inputs, Processes and Outputs?**

Let's do activity 6.2 on Pg. 139 of your text



- Operations management involves:
- Planning
 - Organising
 - Leading
 - Controlling

6.1 What is it?

Operations Management management of resources to achieve efficient output of goods or services.

Elements



6.1 What is it?

Operations Management
management of resources
to achieve efficient output
of goods or services.





3.1 How operations management relates to business objective and strategy

- Decisions made by operations manager have a direct impact on the level of competitiveness of that organisation and the attainment of corporate objectives.
- You are the operations manager of a bakery. Discuss how you can help the business to achieve the following business objectives. (objectives on Handout)

An efficient and effective operations management system:

- maximises efficiency
- maintains high -quality standards
- includes ethical and social considerations
- assists in the achievement of organisational objectives.

