



5<sup>th</sup>

EDITION

# Operations Management

## An Integrated Approach

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WILEY

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# Introduction to Operations Management



## LEARNING OBJECTIVES

After completing this chapter you should be able to

- 1 Define operations management.
- 2 Explain the role of operations management in business.
- 3 Describe decisions that operations managers make.
- 4 Describe the differences between service and manufacturing operations.
- 5 Identify major historical developments in operations management.
- 6 Identify current trends in operations management.
- 7 Describe the flow of information between operations management and other business functions.

## CHAPTER OUTLINE

What Is Operations Management? 2  
 Differences between Manufacturing and Service Organizations 5  
 Operations Management Decisions 7  
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Historical Development 11  
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## WHAT'S IN OM FOR ME?

ACC



FIN



MKT



OM



HRM



MIS

