

Chapter 1 Study Guide: Operations & Supply Chain Management

1. What is OSCM?

- Concerned with **design, operation, and improvement** of systems that create and deliver the firm's primary products and services.
 - Focus areas: **strategy, processes, analytics** (the "triangle of success").
-

2. Key Processes in OSCM

- **Planning**: setting up and managing supply chain activities.
 - **Sourcing**: choosing suppliers, setting contracts, managing quality.
 - **Making**: producing goods/services.
 - **Delivering**: logistics, carriers, order fulfillment.
 - **Returning**: handling defects, recalls, end-of-life products.
-

3. Goods vs. Services

- **Goods**: tangible, storable, standardized, ownership transfers.
- **Services**: intangible, perishable, variable, consumed instantly.

Service Package

- **Supporting Facility** (buildings, labs, parking)

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B Lingard



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