

## 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")

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### 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.

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### 3. Goods vs. Services

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

#### **Service Package**

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

# Opm Study Guide

**Joacim Rocklöv**

## **Opm Study Guide:**

*Installation Housing Management Study Guide* Sarah E. Nichols,1987      *Air Traffic Control Test Prep Study Guide* Patrick R. Mattson,Patrick Mattson,1996-06 Here is preparation material for the Air Traffic Control ATC test including questions answers explanations application procedures employment and training information and test taking strategies

**Federal Register ,1992-01-02      PMP: Project Management Professional Exam Deluxe Study Guide** Kim Heldman,2018-02-28 NOTE The book included the incorrect URL to access the online test banks provided with the purchase of this book The correct URL is [www.wiley.com/go/sybextestprep](http://www.wiley.com/go/sybextestprep) Comprehensive hands on prep for the latest PMP exam PMP Project Management Professional Exam Deluxe Study Guide Third Edition is your ultimate resource for one stop exam preparation Fully updated to reflect the latest version of the PMP exam this guide provides coverage of the entire exam outline with clear explanations every step of the way Expanded coverage of AGILE includes the basic principles value driven delivery stakeholder engagement team performance adaptive planning problem detection and resolution and continuous improvement to align with the A Guide to the Project Management Body of Knowledge PMBOK 6th Edition and its increased emphasis on agile adaptive and iterative practices Each chapter includes hands on scenarios that help you internalize essential PMP concepts and How This Applies to Your Current Project sidebars illustrate real world applications of important project management practices You also get a year of FREE access to the Sybex interactive online learning environment featuring an assessment test electronic flashcards practice questions and audio review with this new edition you also get access to free eBooks and bonus chapter resources to supplement your learning and deepen your understanding Two bonus practice CAPM exams are provided for those studying for the Certified Associate level exam If you are serious about earning your PMP certification you have to be serious about prep This guide is packed with resources information and the tools you need to succeed on the big day Master 100 percent of the exam objectives including expanded coverage of agile Practice applying your skills to real world workplace scenarios Access online practice questions flashcards and two bonus CAPM exams The PMP certification is recognized around the world for validating the most in demand skillset in today's IT marketplace When you're ready to take on the challenge the PMP Project Management Professional Exam Deluxe Study Guide is your one stop resource for success To register for access to the online test banks included with the purchase of this book please visit [www.wiley.com/go/sybextestprep](http://www.wiley.com/go/sybextestprep)

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