

# 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

**CL Gary**



## **Opm Study Guide:**

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