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## **CHAPTER 01 INTRODUCTION TO OPERATIONS MANAGEMENT**

### **Teaching Notes**

Many students come to this course with negative feelings, perhaps because they have heard that the course includes a certain amount of quantitative material (which many feel uncomfortable with), or perhaps because the course strikes them as "how to run a factory." Others seem to have very little idea about what operations management is. I view the initial meeting with my classes, and this first chapter, as opportunities to dispel some of these notions, and to generate enthusiasm for the course.

Highlights of the chapter include the following:

1. Operations as one of the three main functional concerns of most organizations.
2. The role and job of the operations manager as a planner and decision-maker.
3. Different ways of classifying (and understanding) production systems.
4. System design versus system operation.
5. Major characteristics of production systems.
6. Contemporary issues in operations management.
7. Operations as essentially managerial (planning, staffing, etc.).
8. The historical evolution of production/operations management.
9. Manufacturing operations versus service operations.
10. The need to manage the supply chain.

### **Reading: Why Manufacturing Matters**

1. Given that the U.S. economy is becoming more service based, the percentage of employment in manufacturing is declining while the percentage of employment in the service industry is increasing. In addition, the loss of manufacturing jobs results in the loss of service jobs as well (a general estimate is that three service jobs are lost for each manufacturing job lost).
2. The government could offer companies tax incentives for purchasing new equipment or for hiring workers. In addition, the government could work with manufacturing companies to re-train workers in more advanced manufacturing processes.

# Operations Management Stevenson Manual

**ML Morrison**

## **Operations Management Stevenson Manual:**

**Instructor's Manual to Accompany Operations Management, Seventh Edition, William J. Stevenson** Ceyhum Ozgur,2002 *EBOOK: Operations Management: Theory and Practice: Global Edition* STEVENSON, WILL,2019-01-11 EBOOK Operations Management Theory and Practice Global Edition **Operations Management** William J. Stevenson,2001-07 Operations Management 7 e surveys the field of operations in both the services and manufacturing sectors Provides enhanced coverage from the strategies of designing a product or service through the processes and systems of making and delivering the product and controlling the operations All the standard topics are covered with concepts and supporting examples problems cases and appropriate current news clips and readings Stevenson highlights the very important role Operations plays in today s business world with concise coverage of concepts such as JIT TQM supply chain management with more thorough integration of services and increased use of real world examples All basic quantitative techniques are presented many in supplements that can be highlighted or bypassed depending on the course structure and all are supported with step by step examples and solved problems many including example solutions built into Excel spreadsheets The text is the most widely adopted of any for the introductory course mainly due to the balanced coverage and clearly explained concepts **Instructor's Manual to Accompany Operations Management** Stevenson,2004-03

Franchise Opportunities Handbook United States. Domestic and International Business Administration,1986 This is a directory of companies that grant franchises with detailed information for each listed franchise Franchise Opportunities Handbook ,1986 This is a directory of companies that grant franchises with detailed information for each listed franchise

Official Gazette of the United States Patent and Trademark Office ,1997 **Handbook of Gynaecological Operations** Alban Henry Griffiths Doran,1887 *Handbook of Food Factory Design* Christopher G. J. Baker,2013-08-27 Food manufacturing has evolved over the centuries from kitchen industries to modern sophisticated production operations A typical food factory includes the food processing and packaging lines the buildings and exterior landscaping and the utility supply and waste treatment facilities As a single individual is unlikely to possess all the necessary skills required to facilitate the design the task will undoubtedly be undertaken by an interdisciplinary team employing a holistic approach based on a knowledge of the natural and biological sciences most engineering disciplines and relevant legislation In addition every successful project requires a competent project manager to ensure that all tasks are completed on time and within budget This Handbook attempts to compress comprehensive up to date coverage of these areas into a single volume It is hoped that it will prove to be of value across the food manufacturing community The multi disciplinary nature of the subject matter should facilitate more informed communication between individual specialists on the team It should also provide useful background information on food factory design for a wider range of professionals with a more peripheral interest in the subject for example process plant suppliers contractors HSE specialists retailers consultants and financial institutions Finally

it is hoped that it will also prove to be a valuable reference for students and instructors in the areas of food technology chemical engineering and mechanical engineering in particular *Instructor's Manual and Transparency Masters to Accompany Production/operations Management, 4th Edition*, William J. Stevenson Roger Schoenfeldt,1993 **Catalog of Copyright Entries. Third Series** Library of Congress. Copyright Office,1954 Includes Part 1A Number 1 Books January June and Part 1B Number 1 Pamphlets Serials and Contributions to Periodicals January June **Test B/Comptest Man Produc/Operat. Man** Stevensonw,1990-06-01 *American Book Publishing Record ,2006* **Instructor's Manual to Accompany Production/operations Management** William J. Stevenson,1982 *The Publishers' Trade List Annual ,1980 Instructor's Manual, Transparency Masters, and Test Bank to Accompany Production/operations Management* William J. Stevenson,1986 Books In Print 2004-2005 Ed Bowker Staff,Staff Bowker, Ed,2004 **The Medical Times and Gazette ,1872** Instructor's Manual and Transparency Masters to Accompany Production/operations Management William J. Stevenson,1990 *Books and Pamphlets, Including Serials and Contributions to Periodicals* Library of Congress. Copyright Office,1971

## Whispering the Secrets of Language: An Psychological Journey through **Operations Management Stevenson Manual**

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