

## 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

**National Council of Teachers of  
Mathematics**

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