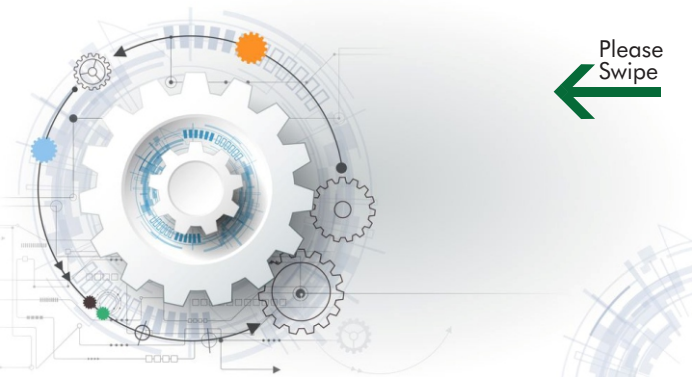


OPERATIONS MANAGEMENT OVERVIEW.

Please
Swipe



OPERATIONS

The activities involved in the daily running of an organisation are called "operations". Admin, book keeping and logistics are typical operations activities.



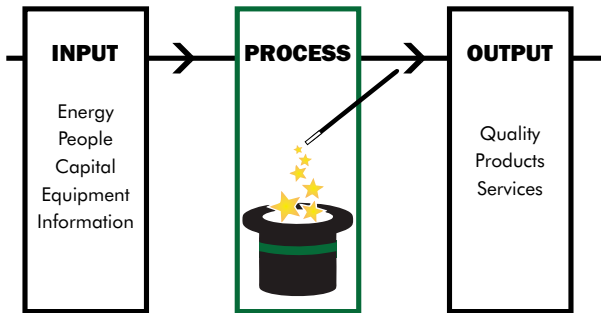
MANAGEMENT

Management entails coordinating an organisation's available resources to achieve defined objectives in the most efficient way possible.



OPERATIONS MANAGEMENT

Operations management is the process of balancing all the business functions to ensure the attainment of the highest service quality and business efficiency with the resources available.



The primary function of an operations manager is to convert business inputs into useful outputs. The process of conversion is where the **magic** happens because it requires big picture thinking, forecasting, sound decision making and objective assessments.

EXAMPLE



30
STAFF



4
PROJECTS



1
MONTH

Imagine having 30 staff handling 4 projects to be completed in 1 month. It is the duty of the operations manager to utilize these resources in the best way possible to achieve the tasks in the most efficient way.

This could involve...



30
STAFF

1
PROJECT



1
WEEK

or...



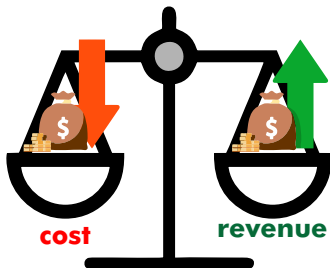
15
STAFF

1
PROJECT

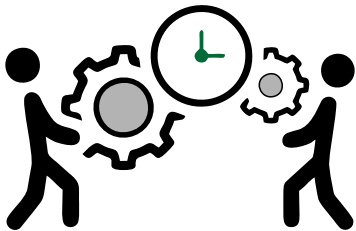


2
WEEKS

or 1,000 other combinations of resources to achieve the business objective.



Resource allocation for an operations manager will be based on the mix of resources that best balances the costs incurred by the company and the potential revenue to be gained.



In summary, operations management:

- Balances all business functions
- Efficiently converts inputs to outputs
- Reduces costs while maximizing revenue



**ANY
QUESTIONS?**

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