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# UNIT 1 OPERATIONS MANAGEMENT: AN OVERVIEW

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## Objectives

After going through this unit, you should be able to understand:

- The scope and significance of the function of operations management.
- The importance of studying operations management.
- The role of operations managers in organisations.
- The productivity and factors of production.
- The ethics and social responsibility of operations managers

## Structure

- 1.1 Introduction
- 1.2 What is operations management?
- 1.3 Nature of operations management (OM)
- 1.4 Scope and Significance
- 1.5 System View of Operations Management
- 1.6 Why Should Study OM?
- 1.7 Role of Production and operations manager
- 1.8 Understanding Goods and Services
- 1.9 Productivity
- 1.10 Productivity Measurement
- 1.11 Productivity Variables
- 1.12 Customer benefits packages (CBP)
- 1.13 Ethics and social responsibility
- 1.14 Environmental Concerns of Operations
- 1.15 Operations Manager in India
- 1.16 Summary
- 1.17 Self-assessment Exercises
- 1.18 Further Readings

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## 1.1 INTRODUCTION

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Operations management involves managing the various resources, activities, processes, and procedures related to converting inputs into outputs. Every manager must understand the role and responsibilities of operations managers in manufacturing and service organisations to implement operations management practices effectively. Reducing waste and improving the quality of products and services with better practices is crucial to sustain in the competitive business world. The operations management practices have

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