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Introduction to Operations Management After completing this chapter, you should be able to: 1 Define the term operations management. 6 2 Identify the three major functional areas of organizations and describe how they interrelate. 3 Identify similarities and differences between production and service operations.

1 Introduction to Operations Management

Customer Service and Operations Management in Service Businesses by Colin G. Armistead* // quality of service is to be delivered operationally by a

Customer Service and Operations Management in Service

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service element (e.g. a maintenance facility), called a facilitating service, while many services will have supporting goods (e.g. a management consultancy report), termed a facilitating good. 1.3 The Systems View of Operations Management

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