**SURVEY OF BUSINESS – HOMEWORK: SESSION 4**

**Business Foundations: A Changing World 11th Edition – O.C. Ferrell, Geoffrey Hirt, and Linda Ferrell; McGraw Hill Education; New York, NY 2018: ISBN: 978-1-259-68523-1**

**Chapter Eight: Managing Service and Manufacturing Operations**

Describe Operations Management (OM).

Explain the evolution of OM from “Production” to “Operations”.

Explain the importance of Quality and Productivity?

Explain the Transformation Process. How is it controlled?

Compare and contrast the OM process for Products and Services.

How does the Measurement of Productivity differ for Products and Services?

What steps and considerations are involved in the Planning and Designing of Operations Systems?

What steps and considerations are involved in Planning the Product?

Compare and contrast Standardization – Modular Design – and Customization.

Compare and contrast Capacity and Facilities Planning.

Identify and describe the three basic Facility Layout designs.

How does Technology impact Operations Management?

Define Sustainability. Explain its overall impact on organizations and the environment.

Define Supply Chain Management. How does it link with Marketing?

Explain the role of Purchasing and Procurement in Operations Management.

Explain what is meant by Managing Inventory. How is it controlled?

Compare and contrast the Economic Order Quantity Model – Just-in-Time Inventory Management – Material-Requirements Planning.

Define Outsourcing. What are the pros and cons of it?

What’s involved with Routing and Scheduling? Explain Critical Path.

Define Quality Control. Explain the importance of Managing Quality.

Explain Total Quality Management (TQM).

Define Benchmarking.

Explain the importance of Inspection. Identify the preferred methods? Describe the pros of cons of each.