

Name: _____

Fundamentals of Management

Chapter Fifteen: Operations Management

- 1: Define Operations Management.
- 2: Why is Operations Management so important?
- 3: Explain the Transformation Process.
- 4: Why is Improving Productivity an important goal?
- 5: Identify several ways in which a manager can improve Productivity (Deming's Philosophy).
- 6: Explain Value Chain Management (VCM).
- 7: Who has the power in the Value Chain...why?
- 8: What are the Goals of Value Chain Management?
- 9: How does Value Chain Management benefit business?
- 10: Define Business Model.

- 11: Identify the Requirements for Successful Value Chain Management.

- 12: Explain the importance of Coordination and Collaboration in VCM.

- 13: Explain how Technology Investment is needed in VCM.

- 14: Explain how VCM changes Organizational Processes.

- 14: Explain the role of Leadership in VCM.

- 15: Explain the importance of Employees and role of Human Resources in VCM.

- 16: Explain how Organizational Culture and Attitudes relate to VCM.

- 17: Identify Obstacles to Value Chain Management.

- 18: Identify and define Product Quality Dimensions.

- 19: Identify and define Service Quality Dimensions.

Briefly share your thoughts on how the material outlined in this chapter can impact your life: