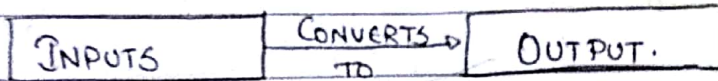


1. OPERATION MANAGEMENT - INTRODUCTION

1) OPERATING SYSTEM ⇒ It is defined as **CONFIGURATION OF RESOURCES** Combined for provision of goods (or) services.



EXAMPLE ⇒ RETAILS ORGANISATION ; HOSPITALS ; BUS ; TAXI SERVICES .

2) OPERATION MANAGEMENT ⇒

- It is that part of an organization that is responsible for producing goods (or) services.
- It means applying of **SKILLS/TOOLS/TECHNIQUES OF MGMT SCIENCE** to ensure the achievement of desired output with an objective of **COST MINIMISATION & PROFIT MAXIMISATION**.

3) OBJECTIVES OF OPERATION MANAGEMENT ⇒

CUSTOMER
SERVICE

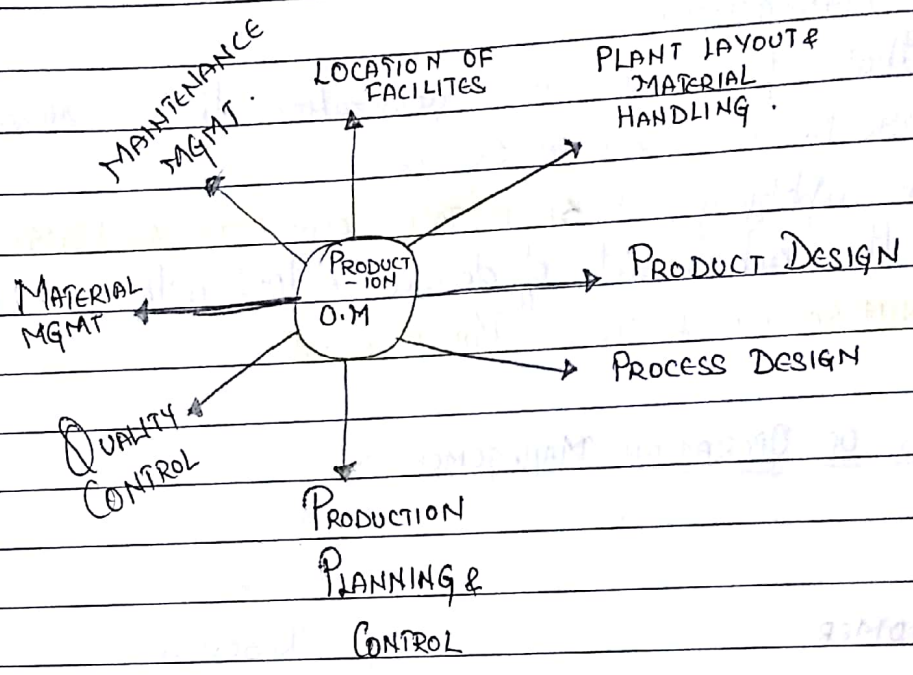
- It is key objective of operation management.
- It can be satisfied by providing **"RIGHT THING AT RIGHT PLACE AT RIGHT TIME"**
- To provide **AGREED LEVELS OF CUSTOMER SERVICE**

RESOURCE

UTILISATION.

- To utilise resource for satisfaction of customer service.
- Operation management is concerned with obtaining **MAXIMUM EFFECT FROM RESOURCES (OR) MINIMISING THE LOSS**
- To achieve **ADQUATE LEVELS** of resource utilisation

4) SCOPE OF OPERATION MANAGEMENT
 Operation management are concerned with
CONVERSION OF INPUTS INTO OUTPUT USING PHYSICAL RESOURCES



5) PRODUCTION MGMT V/S OPERATION MGMT

↓	↓
PRODUCTION MGMT	OPERATION MGMT.
→ It is more used for system whose <u>TANGIBLE GOODS ARE PRODUCED</u>	→ It is more used where <u>VARIOUS INPUTS ARE TRANSFORMED INTO INTANGIBLE SERVICES.</u>
→ It is <u>OLD THEORY</u>	→ It is <u>NEW THEORY.</u>