

Practices in Operations Management

1	<u>Operations and Competitiveness:</u> Customer-Supplier Processes Service Processes Manufacturing Processes
2	<u>Operations Strategy:</u> Developing Customer-driven Organization Order Winners & Qualifiers New Services & Product Development
3	<u>Decision Making:</u> Decision Making under Certainty Decision Making under Uncertainty Decision Making under Risk
4	<u>Process Strategy:</u> Process Strategy across Organizations Strategy & Major Process Decisions Process Structure in Services
5	<u>Process Analysis:</u> A Systematic Approach (Examples) Documenting a Process Process Design & Management
6	<u>Process Performance & Quality:</u> Process Performance & Quality across Organizations Cost of Poor Performance & Quality Customer Satisfaction
7	<u>Constraint Management:</u> Theory of Constraints Determining Capacity, Utilization & Bottlenecks Principles & Performance in TOC
8	<u>Lean Systems</u> Characteristics of Lean Systems Value-stream Mapping JIT II
9	Case Studies & Exercises