

What is Operations Management?

Worksheet

Operations management involves planning, organizing, directing, and controlling production systems to deliver value. It bridges strategy and execution, optimizing cost, quality, and speed of delivery.

Questions

1. Which of these is NOT a core function of operations management?
 - A) Planning
 - B) Organizing
 - C) Marketing
 - D) Controlling
2. Operations management ensures which of the following?
 - A) Only low costs
 - B) Cost, quality, and timely delivery
 - C) Only high quality
 - D) Only fast production
3. In the PODC cycle, which phase involves measuring performance against standards?
 - A) Planning
 - B) Organizing
 - C) Directing
 - D) Controlling
4. What transforms inputs into finished goods and services?
 - A) Sales department
 - B) Operations processes
 - C) Finance team
 - D) Marketing strategy
5. A bakery produces 500 loaves daily. Operations management decides to reduce waste from 5% to 2% by optimizing ingredient ordering and training staff. What areas of operations are affected?
6. A manufacturing plant receives an unexpected surge in orders (+30%). What operational decisions must be made quickly?
7. A restaurant shifts from dine-in to 40% delivery orders during a health crisis. How does operations management respond?
8. Define: What does operations management do?
9. Define: What are the four core functions of operations management?
10. Define: Why is operations management important?

Answer Key

1. C) Marketing - Marketing is separate from operations. The four core functions are planning, organizing, directing, and controlling.
2. B) Cost, quality, and timely delivery - Effective operations balance cost efficiency, quality standards, and on-time delivery.
3. D) Controlling - Controlling is where actual performance is measured, compared to targets, and corrective actions are taken.
4. B) Operations processes - Operations processes convert raw materials, labor, and capital into valuable products and services.
5. Planning: adjust ingredient forecasts Organizing: staff training schedules Directing: implement new procedures Controlling: track waste % weekly
6. Capacity: can current machines handle it? Hire temp workers? Inventory: sufficient raw materials? Scheduling: adjust production shifts Supply chain: expedite supplier deliveries
7. Process redesign: packaging, labeling, delivery coordination Staffing: shift from waiters to packers/delivery Inventory: adjust ingredient shelf-life assumptions Quality: ensure food safety in transit
8. Plans, organizes, directs, and controls production and service delivery processes.
9. Planning, Organizing, Directing (or Executing), and Controlling (the PODC cycle).
10. It bridges strategy and execution, ensuring products/services are delivered efficiently, on time, and at quality standards.

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