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CHAPTER

Introduction to Operations Management

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LEARNING OBJECTIVES

After completing this chapter, you should be able to:

- 1 Define the term operations management.
- 2 Identify the three major functional areas of organizations and describe how they interrelate.
- 3 Identify similarities and differences between production and service operations.
- 4 Describe the operations function and the nature of the operations manager's job.

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- 5 Summarize the two major aspects of process management.
- 6 Explain the key aspects of operations management decision making.
- 7 Briefly describe the historical evolution of operations management.
- 8 Characterize current trends in business that impact operations management.

Chapter 0 Introduction To Operations Management

John Swearingen, Barry Render



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customized for this book Live Links more than 100 clickable hypertext links and references to materials and sites related to Operations Manager Contents About the Authors xxi Acknowledgments xxiii Introduction 1 Part I Operations Management Overview and Concepts Chapter 1 Operations Management Basics 7 Chapter 2 What's New 41 Chapter 3 How Does It Work 57 Part II Planning and Installation Chapter 4 Planning Your MOM Deployment 99 Chapter 5 Planning Complex Configurations 151 Chapter 6 Installing MOM 2005 173 Chapter 7 Upgrading to MOM 2005 211 Part III Deploying MOM Chapter 8 Post Installation Tasks 237 Chapter 9 Installing and Configuring Agents 267 Chapter 10 Complex and High Performance Configurations 297 Chapter 11 Securing MOM 329 Part IV Administering MOM Chapter 12 Backup and Recovery 365 Chapter 13 Administering Management Packs 395 Chapter 14 Monitoring with MOM 423 Part V Managing with MOM Chapter 15 Managing the Operating System 487 Chapter 16 Managing Directory Services 527 Chapter 17 Managing Microsoft Messaging 565 Chapter 18 Database Management 595 Part VI Moving Beyond MOM 2005 Chapter 19 Interoperability 625 Chapter 20 Developing Management Packs 661 Chapter 21 Using and Developing Reports 719 Chapter 22 Using and Developing Scripts 777 Chapter 23 Touring Operations Manager 2007 825 Part VII Appendixes Appendix A MOM Internals 865 Appendix B Registry Settings 887 Appendix C Performance Counters 895 Appendix D Database Views 901 Appendix E Reference URLs 907 Appendix F On the CD 917 Index 919

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The Society of Industrial Engineers Bulletin Society of Industrial Engineers, 1923

Operations Management Jay H. Heizer, Barry Render, 2005 Now in its seventh edition this text provides a state of the art overview of operations management It includes a new chapter on capacity planning and a behind the scenes look at the integration of operation management at Hard Rock Cafe

Ri Im Prod Operations Mgmt Stevenson, 1998-08

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