

## Chapter 1 : Goods, Services, and Operations Management (pp. 2-0)

### Goods, Services, and Operations Management: Chapter Objectives

#### Learning Outcomes



After studying this chapter you should be able to:

- 1-1 Explain the concept and importance of operations management.
- 1-2 Describe what operations managers do.
- 1-3 Explain the differences between goods and services.
- 1-4 Describe a customer benefit package.
- 1-5 Explain the role of processes in OM and identify three general types of processes.
- 1-6 Summarize the historical development of OM.
- 1-7 Describe current challenges facing OM.

#### What Do You Think?

Can you provide examples of the type of work activities and decisions that are made in each of these eight departments at the Chicago Museum of Science and Industry?



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### Goods, Services, and Operations Management: Chapter Overview

I want to be a director of a museum like this one day," Carol said to her mom as they walked through Chicago Museum of Science and Industry. Carol's family had just finished a tour of the 1944 German submarine known as the U-505 that was captured during World War II. They had spent the day learning about coal mines, the science of the human body, Dr. Seuss, and much more. As they walked past the museum offices, Carol noticed a directory of eight departments:

- Business Operations
- Facilities
- Food Service
- Exhibit Maintenance
- Guest Call Center
- Guest Operations
- Information Services

# Chapter 1 Goods Services And Operations Management

**Jicheng Xie**



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