Unit 5.1: The role of operations management

Operations refer to the **fundamental activities of organizations**
- what they do and what they deliver
- how they produce the goods + services to satisfy needs and wants

- **Primary sector** = mining/extracting
- **Secondary sector** = industry/manufacturing
- **Tertiary sector** = open heart surgery
- **Quaternary sector** = Business consultancy

The operations manager works with all departments to make correct decisions:
- Direct experience of econ/dee of scale, identifies strength or weaknesses
- Suggests non financial rewards for HR
- Sees which costs can be cut to improve SE and MCS
- Can advise on appropriate extension strategies

Pure goods — combination of — pure services —
goods & services

Operations management and sustainability: (GREEN BORCH LINE)
- **Economic factors**: budget, life span respected, min. waste, long term profitability
- **Social factors**: workers are treated well, local community respected, quality of life
- **Ecological factors**: avoid any type of pollution (water, noise, air)