

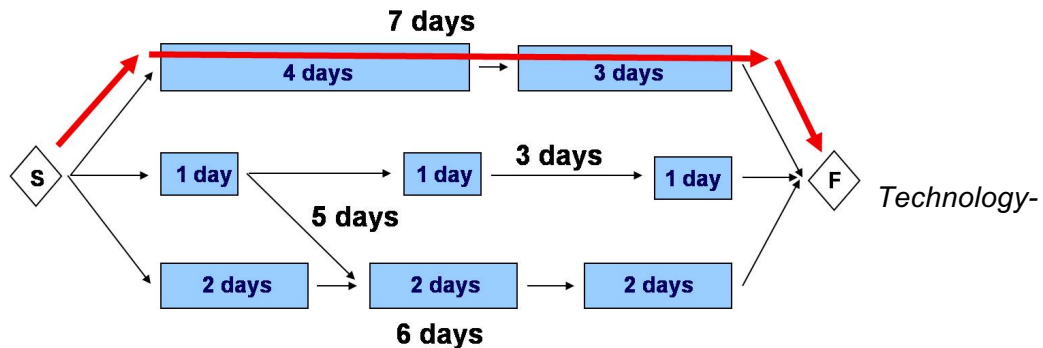
- The carbon footprint refers to the amount of carbon produced and entering the environment from operations processes.

Corporate Social Responsibility-

- Corporate social responsibility (CSR) refers to open and accountable business actions based on respect for people, community/society and the broader environment. It involves business doing more than just complying with laws and regulations.
- CSR places value on financial returns as well as social responsibility and environmental sustainability.
- Legal compliance refers to businesses abiding by the law, whereas ethical responsibility encompasses a broader integration of social, community and environmental concerns.
- Sometimes a business seeks to avoid compliance by using outsourcing as a business strategy.
- Ethical businesses recognise that variation in laws can undermine social and ethical responsibility.
- Environmental sustainability and social responsibility are features of an ethical approach to operations management.
- Environment sustainability refers to economic, social and environmental performance of a business.
- Social responsibility refers to a business's management of the social, environmental, political and human consequences of its actions.

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- The critical path analysis (CPA) is a scheduling method or technique that shows what tasks need to be done, how long they take and what order is necessary to complete the tasks in.
- The critical path is the shortest length of time it takes to complete all tasks necessary to complete the process or project.



- Business technology involves the use of machinery and systems that enable the business to undertake the transformation process more efficiently and effectively.
- Office technology includes computers, productivity software, storage devices and mobile technology.
- Manufacturing technology includes robotic automation, computer aided design and computer aided manufacturing and 3D printing.

Task Design-

- Task design includes classifying job activities in ways that make it easy for an employee to successfully complete and perform the task.
- It overlaps with the human resources function of job analysis and job description.
- The steps involved in the task design process-
 - Define what needs to be done
 - A skilled, competent electrician
 - Analyse the general job into specific duties
 - Understand electrical circuits
 - Ability to work independently and carefully to prescribed electrical standards
 - Follows directions
 - Allocate a degree of difficulty and time management
 - Supervision, difficulty: 8/10; 10 minutes supervision an hour
 - Match tasks to existing state/federal base/awards
 - \$26/hour, first year licenced electrician
 - Articulate the task via job descriptions and a pay scale to allow a range of experiences in a range of work settings
 - Licenced electrician \$65,000 p.a.
 - Duties to plan and install a range of electrical items
- Skills audit is a formal process used to determine the present level of skill of staff and any skill shortfalls that need to be made up through training or recruitment.

Process Layout-

- Plant (office/factory) layout involves planning the arrangement of workspace to streamline the transformation process.
- There are three different forms of layout for manufacturing plants:

- Dependability as a performance objective refers to how consistent and reliable a business's products are.
- Dependability refers to how long products are useful for before they fail.
→ A highly durable product is a dependable product.
- A measure for service dependability is the number of complaints received- the fewer, the better.

Flexibility-

- Flexibility refers to how quickly operations processes can adjust to changes in the market.
- Flexibility can be best achieved by increasing the capacity of production. A business can also buy new technologies, which increase flexibility and capacity.
- With services, flexibility can be achieved through increasing the number of service providers, increasing the skill level and through improving the level of technology used when providing the service.

Customisation-

- Most products are standardised, however overtime customer's preferences are creating a custom option for goods.
- Customisation refers to the creation of individual products to meet the specific needs of customers.
- Services are usually customised, although some aspects are standardised. Variation in product features such as colour, size and functionality.
- Mass customisation is a process that allows a standard, mass-produced item to be personally modified to specific customer requirements.
- Full customisation is rare and can only be offered when products are created after an order specific with the requirement is received.
- The cost of customisation is higher than the cost of mass-producing standardising products.

Cost-

- Cost as a performance objective refers to the minimisation of expenses so that operations processes are conducted as cheaply as possible.
- The acquisition of new technologies helps businesses to reduce costs- less wastage. New technology means that there is a better use of inputs, minimising the waste created.

Product Design and Development-

- A business needs to design and develop new products and services.
- There two main factors in product design and development, including-
 - Quality
 - Supply chain management
 - Capacity management
 - Cost
- There are two main drivers of new product or service design-
 - Changes in consumer preferences
 - Changes in underlying technology

Service Design and Development-