

Basic Management Functions :

- Planning
- Organizing
- Staffing
- Leading
- Controlling

10 Strategic Decisions :

- 1) Designing of goods and services
- 2) Managing quality
- 3) Process and capacity strategy
- 4) Locations strategy
- 5) Layout strategy
- 6) Human resources and job designs
- 7) Supply - chain management
- 8) Inventory management
- 9) Scheduling
- 10) Maintenance

1) DESIGN OF GOODS AND SERVICES :

- Defines what is required of operations
- Product design determines *quality , sustainability and human resources*

2) MANAGING QUALITY :

Stakeholders - those with a vested interest in an organizations including :

- Customers
- Distributors
- Suppliers
- Owners
- Lenders
- Employees
- Community members

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