

- **Internal:** Most managers envision operations management as a component of reorganising internal practises and procedures when they conceive of operations management. For instance, your company might concentrate on enhancing effective communication across people, teams, and departments.
- Or a company may decide to concentrate on enhancing certain facets of the internal process, such as accounts payable, accounts receivable, manufacturing, order management, scheduling, hiring, training, and other areas.
- **External:** A company can also use operations management in external areas like customer service, vendor management, Transport and Delivery and supply chain
- In terms of profitability and long-term success, finding strategies to enhance efficiency and service within these external elements of your organisation might be beneficial.

● **Importance of Operations Management:**

- An organisation's entire operating system is under operations management's control.
- Organisations need effective operations management to run their daily operations.
- All processes are under the control of operations management, which also deals with system design, operation, maintenance, and improvement issues. Even in the face of unforeseen circumstances, it continues to ensure efficient, timely, and smooth production of goods and services.
- An organisation's capacity to fulfil its growth and stability objectives is positively impacted by operations management since it enhances its reputation.

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