

## **operations processes**

- inputs
  - transformed resources (materials, information, customers)
  - transforming resources (human resources, facilities)
- transformation processes
  - the influence of volume, variety, variation in demand and visibility (customer contact) sequencing and scheduling - Gantt charts, critical path analysis
  - technology, task design and process layout
  - monitoring, control and improvement
- outputs
  - customer service
  - warranties

**Operations  
Processes**

**[Summary Sketch]**

**Memorisation  
Tips**

**[Tips]**

*operations processes*

- inputs
  - **transformed resources (materials, information, customers)**
  - transforming resources (human resources, facilities)

<b>Transformed Resources</b>	<b>[Definition]</b>
<b>Materials</b>	<b>[Definitions and Key Points]</b>
<b>Information</b>	<b>[Definitions and Key Points]</b>
<b>Customers</b>	<b>[Definition and Key Points]</b>

*operations processes*

- inputs
  - transformed resources (materials, information, customers)
  - **transforming resources (human resources, facilities)**

<b>Transforming Resources</b>	<b>[Definition]</b>
<b>Human Resources</b>	<b>[Definition and Key Points]</b>
<b>Facilities</b>	<b>[Definition and Key Points]</b>

*operations processes*

- transformation processes
  - **the influence of volume, variety, variation in demand and visibility (customer contact)**
  - sequencing and scheduling - Gantt charts, critical path analysis
  - technology, task design and process layout
  - monitoring, control and improvement

**Volume**

**[Definition and Key Points]**

**Variety**

**[Definition and Key Points]**

**Variation In  
Demand**

**[Definition and Key Points]**

**Visibility  
(Customer  
Contact)**

**[Definition and Key Points]**

*operations processes*

- transformation processes
  - the influence of volume, variety, variation in demand and visibility (customer contact)
  - **sequencing and scheduling - Gantt charts, critical path analysis**
  - technology, task design and process layout
  - monitoring, control and improvement

<b>Sequencing</b>	<b>[Definition]</b>
<b>Scheduling</b>	<b>[Definition]</b>
<b>Gantt Charts</b>	<b>[Definition and key points]</b>
	<b>[Sketch/example of a Gantt Chart]</b>
<b>Critical Path Analysis</b>	<b>[Definition and key points]</b>

<b>Critical Path Analysis Cont.</b>	<b>[Sketch/example of CPA]</b>
<b>Why are these tools useful?</b>	<b>[Key Points]</b>

## operations processes

- transformation processes
  - the influence of volume, variety, variation in demand and visibility (customer contact)
  - sequencing and scheduling - Gantt charts, critical path analysis
  - **technology, task design and process layout**
  - monitoring, control and improvement

Technology	[Definition and Key Points]	
	[Some Key Technologies]	
	Advantages of Technology	Disadvantages of Technology



## **Task Design**

**[Definition and Key Points]**

## **Process Layout**

**[Definition and Key Points]**

**[Some Other Layout Types]**

*operations processes*

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  - technology, task design and process layout
  - **monitoring, control and improvement**

Monitoring	[Definition and key points]
Control	[Definition and key points]
Improvement	[Definition and key points]
	[Definition of bottleneck]
	[Key areas for improvement]

*operations processes*

- **outputs**
  - **customer service**
  - **warranties**

Output	[Definition]
Total Product	[Sketch/Equation]
Customer Service	[Definition and Key Points]
Warranties	[Definition and Key Points]