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Elements of Supply Chain Management, 32 Operations Tour: Kabab-ji Grill, 33 Case: Eleni 38 Introduction to Operations Management After completing this chapter, you should be able to: 1 Define the term operations management. 6 2 Identify the three major functional areas of organizations and describe how they interrelate.

1 Introduction to Operations Management

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The purpose of this chapter is to introduce the basic framework, scope and management of activities involved in operations management, to understand some of the complexities in operations and appreciate the strategic importance of operations management.

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