

Management of Processing Systems: A Framework for Operations Management

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Every organization provides products/services to its customers. Customers desire high quality products/services in sufficient quantities made available at desired times and places. Organizations produce and deliver these products/services by means of processes that transform given inputs into desired outputs by application of capital and human resources. These resources must have necessary capability, capacity, speed and logistical ability to provide desired product/service quality, quantity, time, and place. Operations management involves designing, operating and controlling these processes efficiently. This processing system view of operations management helps us understand and advance the field in a cohesive and comprehensive manner.

Keywords

Management, Processing systems, Operational management.