

Post Graduate Diploma in Management – 2020
Covid – 19 Term

Operations Strategy

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Operations Management

Friday, August 21, 2020

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STRATEGIC x TACTICAL x OPERATIONAL



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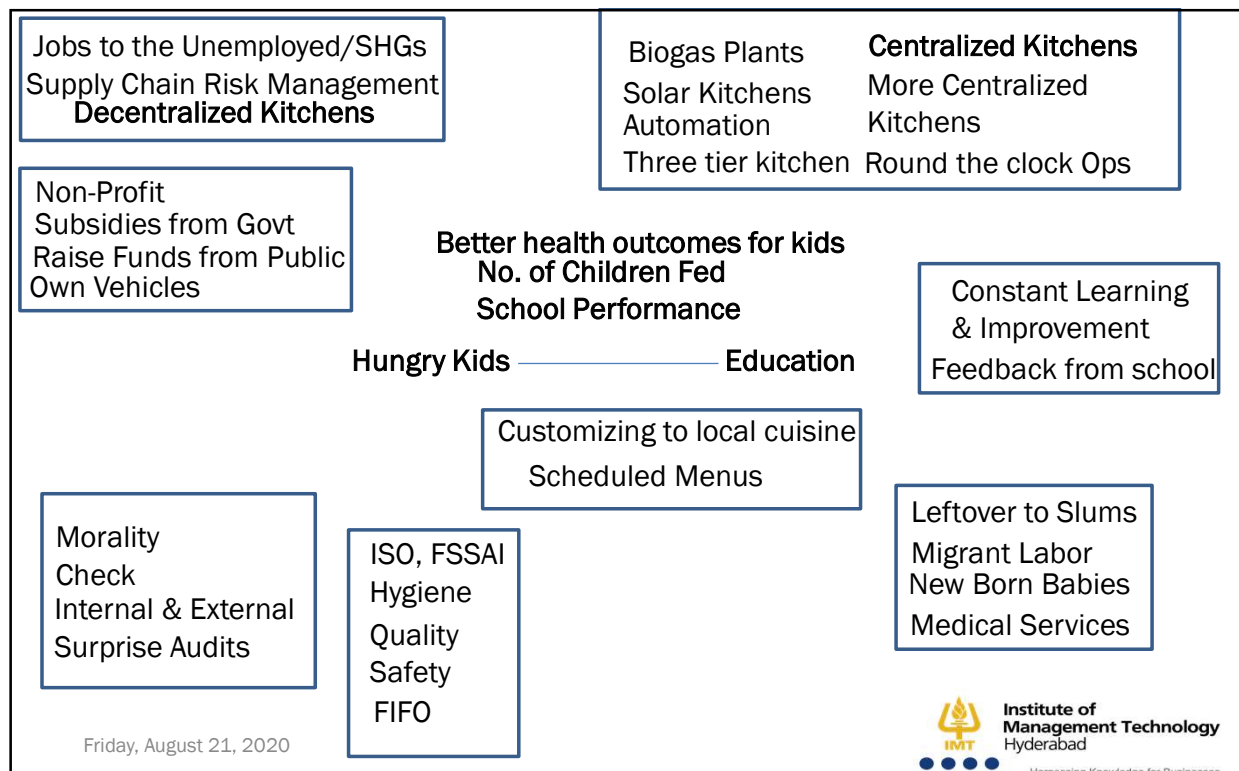
Feeding Hungry Children



- What is TAPF's purpose of existence?
- What are the various operations carried out by TAPF?
- How does TAPF keep its costs low?
- What is the role of centralized and decentralized kitchens?
- What kind of monitoring feedback systems have been put in place by TAPF?

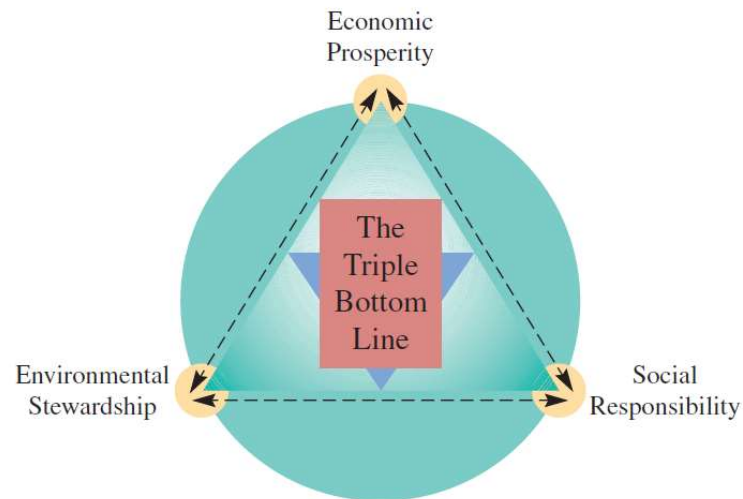
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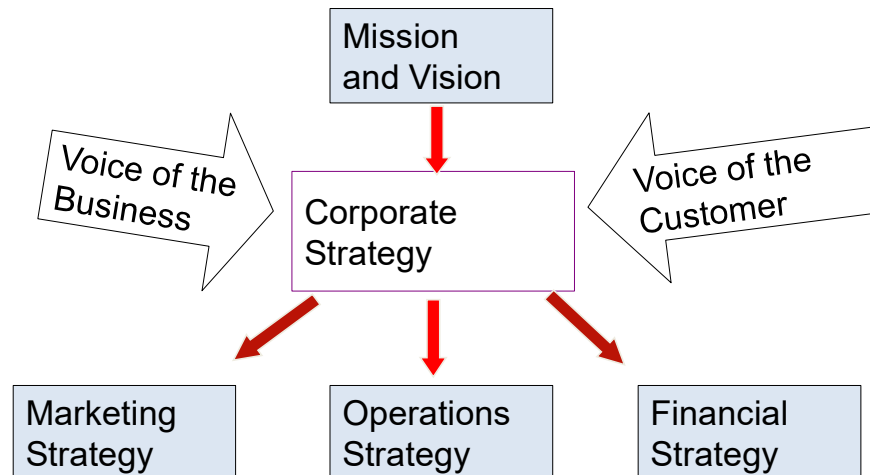
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Triple Bottom Line



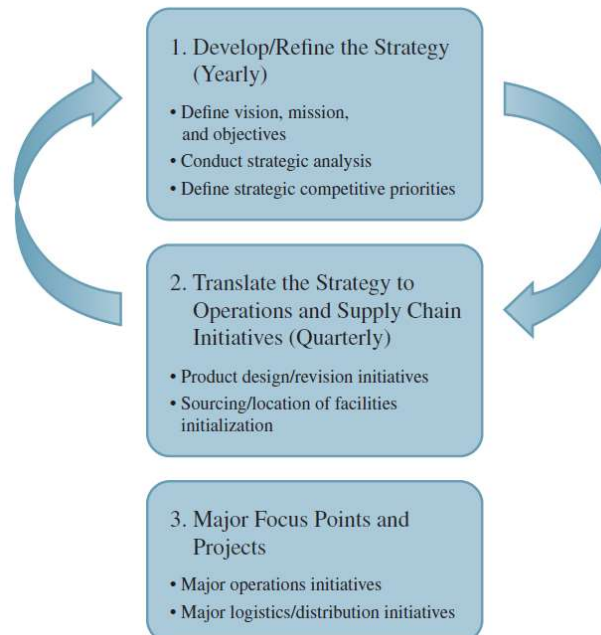
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Strategic Planning



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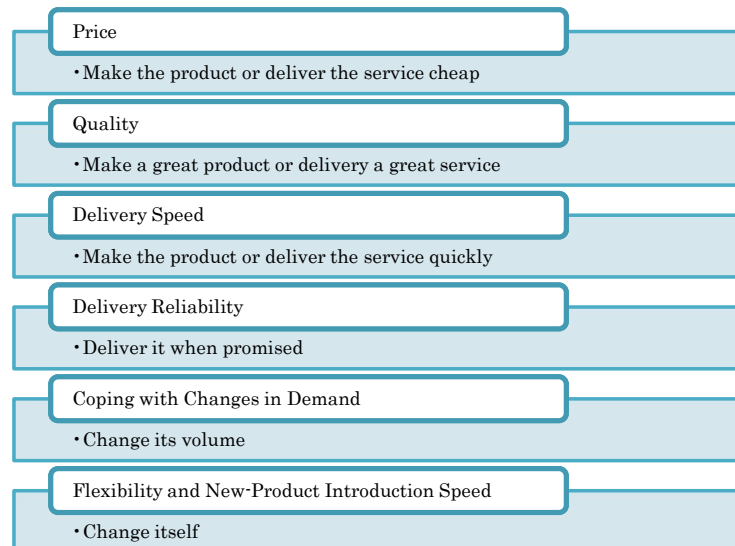
Formulating an Operations and Supply Chain Strategy



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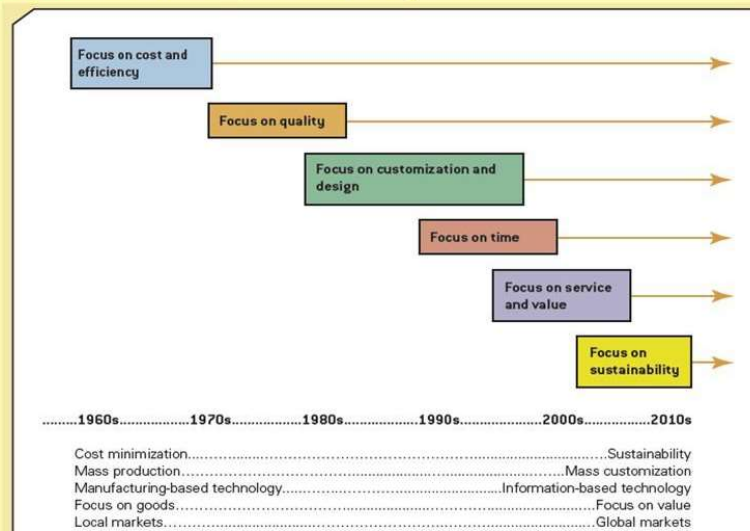
Extended list of Competitive Dimensions



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History of Operations Management

Exhibit 1.4 Six Eras of Operations Management



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Trade-Offs

- Management must decide which parameters of performance are critical and concentrate resources on those characteristics
- For example, a firm that is focused on low-cost production may not be capable of quickly introducing new products
- Straddling – seeking to match a successful competitor by adding features, services, or technology to existing activities
 - Often a risky strategy



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