

OM4

version 1

GOODS, SERVICES AND OPERATIONS MANAGEMENT

Written by: **Dr. David W. Evans**
Edited by: **Dr. David W. Evans**



Learning objectives

- LO1** Explain the concept of operations management.
- LO2** Describe what operations management is.
- LO3** Explain the differences between goods and services.
- LO4** Describe a customer benefit package.
- LO5** Explain the importance of production.
- LO6** Describe the factors that influence production.
- LO7** Describe the challenges facing the

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AN Whitehead



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