

CONTENTS

INTRODUCTION.....	5
1. OPERATION MANAGEMENT – DEFINITIONS AND CONCEPTS	7
1.1. Main definitions of operation management.....	7
1.2. Activities of operation management.....	15
1.3. Operation manager and it’s role	24
2. PRODUCTION PROCESSES	28
2.1. Basic definition connected with production processes.....	28
2.2. Types of production systems	41
2.3. Location of plant	55
3. CONTROL OF OPERATION PROCESSES	66
3.1. The concept of operation and production control	66
3.2. Inventory control.....	76
3.3. Quality control.....	84
4. INNOVATION IN OPERATION MANAGEMENT	103
BIBLIOGRAPHY	119