

Short Note on Operation Management

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DESCRIPTION

Forecasting

Forecasting involves making predictions of events that will occur in the future based on past data. One of the most important events that the operations manager is required to predict is the consumer demand for the company's products.

The manager trusts on past and present data on the uptake of the company's products to determine future trends in consumption. The forecasts help the company know the volume of the products needed to meet the market demand.

Supply chain management

Supply chain management involves in managing the production process from raw materials to the final product. It controls everything from the production, shipping, distribution, to the delivery of products.

The operations manager manages the supply chain process by maintaining the control of the inventory management, the production process, distribution, sales, and sourcing of suppliers to the supply required goods at reasonable prices. A properly managed supply chain process will result in an efficient production process, low overhead costs, and timely delivery of the products to consumers.

Delivery management

The operations manager is in charge of the delivery management. The manager confirms that the goods are delivered to the consumer in a timely manner. They must follow up with the consumers to ensure that the goods delivered are what the consumers ordered and that they meet their functionality needs.

If the customer is unsatisfied with the product, the operations manager receives the feedback from the customer and forwards it to the relevant departments.

Ideal skills of an operations manager

Unlike the marketing or finance departments, where the managers are responsible for their departments, operations management is a cross-department role where the manager assumes an array of the responsibilities across multiple disciplines. An operations manager must possess the following skills.

Organizational abilities

Organizational capabilities refer to the ability of the operations manager to focus on different projects without getting distracted by the many processes. The operations manager should be able to plan, execute, and to monitor each project to the end without losing focus.

If a manager is not organized, an uncompleted tasks will pile up, vital documents will get lost in the process, and a majority of the time will be spent finding lost documents that could be easily accessible to the manager been organized. Good organization skills can be increase production efficiency and help the manager save time.

Coordination

An operations manager needs to have the good coordination by the knowing how to integrate resources, activities, and time to ensure proper use of the resources toward the achievement of the organization's goals. Coordination involves carrying the out specific activities simultaneously and switching between the activities with ease. It also involves dealing with the interruptions, obstacles, and crises, and efficiently going back to the normal routine functions to prevent further interruptions.

People skills

Most of the tasks of an operations manager involve dealing with people. This means that they must know how to relate with the employees, outside stakeholders, and other members of the senior management. An operations manager should know how to manage the acceptable lines with other colleagues by knowing how to communicate, listen, and relate to them on professional

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and personal levels. Since workplaces are made up of people from the diverse cultures, the operations manager needs to show tolerance and understanding to other people. Also, the manager

should be able to resolve the conflicts and mediate disputes between employees and members of the senior staff.