1. **Strategic Decisions in Operations Management**
2. **Design of goods and services**

Defines what is required of operations  
Product design determines quality, sustainability and human resources

1. **Managing quality**

Determine the customer’s quality expectations  
Establish policies and procedures to identify and achieve that quality

1. **Process and capacity design**

How is a good or service produced?  
Commits management to specific technology, quality, resources, and investment.

1. **Location strategy**

Nearness to customers, suppliers, and talent.  
Considering costs, infrastructure, logistics, and government.

1. **Layout strategy**

Integrate capacity needs, personnel levels, technology, and inventory  
Determine the efficient flow of materials, people, and information.

1. **Human resources and job design**

Recruit, motivate, and retain personnel with the required talent and skills.  
Integral and expensive part of the total system design.

1. **Supply-chain management**

Integrate supply chain into the firm’s strategy.  
Determine what is to be purchased, from whom, and under what conditions.

1. **Inventory management**

Inventory ordering and holding decisions.  
Optimize considering customer satisfaction, supplier capability, and production schedules.

1. **Scheduling**

Determine and implement intermediate- and short-term schedules.  
Utilize personnel and facilities while meeting customer demands.

1. **Maintenance**

Consider facility capacity, production demands, and personnel.  
Maintain a reliable and stable process.