

# 15.769 wrap-up

- Key trends in operations
- Summary concepts
- Sendoff - top ten lessons for operations and life

# Some key trends in operations

- Globalization
- Outsourcing and offshoring
- More emphasis on supply chain issues
- More customization (products, services and delivery)
- Integration of products and services
- Dynamics of offshoring

# Summary Concepts

- Fit and consistency (functional level, 3DCE, and decisions)
- Value Chain Dynamics
- Value Chain Architecture
- Operations as a driver
- Competition (different modes and tradeoffs)
- Globalization (new factors and new markets, dynamics, limits)