

My notes^a for the "Introduction to Operations Management" course by the Wharton School, hosted by Coursera.

Sections are Weeks, subsections are videos (1.1: Week1 Video1); questions and italics are my thoughts. All product names, logos, and brands are property of their respective owners. - *Jugurtha Hadjar*

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1 Week One

1.1 Four Dimensions of Operational Performance

- Quality: (Performance, Conformance)
 - ★ Product Quality (how good)
 - ★ Process Quality (as good as promised)
- Cost (Efficiency)
- Variety (the right stuff to the right person)
- Time (responsiveness to demand)

1.2 Trade-offs and the Efficient Frontier

- Step1: Help Make Operational Trade-offs
- Step2: Overcome Inefficiencies
- Step3: Evaluate Proposed Redesigns/New Tech