

# Operations Examples & Case Studies

## Role of Operations Management

- *Strategic role of Operations Management – cost leadership, good/service differentiation*

**Cost leadership** = Displayed by **Apple**. Reduced operating costs by outsourcing the majority of its operations to manufacturers in China (Foxconn). Cheaper labour, less money spent on expenses.

Also displayed by **Ikea**. Sources good from low-wage countries (ethical issue) and only offers a basic level of surface. Does not assemble the furniture in-store. Allows Ikea to offer lower prices.

## Influences

- *Globalisation*

**Apple** outsources its operations process to other countries, i.e. Foxconn in China. Most of the materials and electronics are developed in other countries.

**Aldi** was created in Germany in 1948. It moved around the world, opening a store in Sydney in 2001. Currently there are over 200 stores across Australia. Global opportunities enticed Aldi to open stores overseas.

- *Technology*

**Microsoft**: The market for PC-related tech (hardware/software) is always expanding and changing, and Microsoft must continue to innovate their products to entice customers, also to differentiate products.

- *Quality Expectations*

**Mountain H2O**: Customers expect the same tasting water and quality from every purchase. Certified as organic.

**DIXIE/EA**: Because of previously released products, customers expect high quality products, with a high degree of customer support and community support from the company. This company has continually tried to raise the quality of products by conducting surveys and trial periods (BETAS)

- *Cost-based competition*

**Virgin airlines, tiger airways and Qantas**: Competing against each other to supply a low-cost product to attract customers.

# Operations Management Case Studies With Answers

**B Lingard**



## **Operations Management Case Studies With Answers:**

## **Operations Management Case Studies With Answers** Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the power of words has are more evident than ever. They have the ability to inspire, provoke, and ignite change. Such is the essence of the book **Operations Management Case Studies With Answers**, a literary masterpiece that delves deep in to the significance of words and their impact on our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book is key themes, examine its writing style, and analyze its overall affect readers.

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web one of his most recognized and acclaimed plays harold pinter s the dumb waiter is a humorous and provocative story of two hit men as they wait in a basement for their next assignment told through pinter s unmistakable wit and poignant pauses the dumb waiter is recognized for its exceptional writing and subtle character

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web the dumb waiter is a one act play by harold pinter written in 1957 plot two hit men ben and gus are waiting in a basement room for their assignment as the play begins ben the senior member of the team is reading a newspaper and

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web ben grows increasingly agitated at gus for being disagreeable as they argue the dumb waiter carries the empty box back upstairs the dumb waiter continues to send orders to ben and gus each more complicated than the last but they lack the ingredients and equipment necessary to fill the orders

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web jan 18 1994 jacket description back in all of pinter s plays seemingly ordinary events become charged with profound if elusive meaning haunting pathos and wild comedy in the caretaker a tramp finds lodging in the derelict house of two brothers in the dumbwaiter a pair of gunmen wait for the kill in a decayed lodging house

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pinter s next full length play the caretaker 1960 won more accolades the dumb waiter also staged in 1960 helped cement pinter s status as a major theatrical figure

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web they investigate and find a box on a dumb waiter a small elevator used for conveying food and dishes between stories of a building gus pulls a piece of paper out and reads out an order for food the dumb waiter ascends