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terms of meeting customer requirements It is concerned with managing the process that converts inputs in the forms of raw materials labor and energy into outputs in the form of goods and or services The relationship of operations management to senior management in commercial contexts can be compared to the relationship of line officers to highest level senior officers in military science The highest level officers shape the strategy and revise it over time while the line officers make tactical decisions in support of carrying out the strategy In business as in military affairs the boundaries between levels are not always distinct tactical information dynamically informs strategy and individual people often move between roles over time

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