

Operations Management

1

First principles of operations management

- Every component managed through maintenance operations is wearing down or tiring out
- The ability to conceptualize this process as a interactive system determines an organization's level of performance

2

Five pressures affecting operation of facilities

- Air
- Living organisms
- The inanimate environment
- Water
- People

3

Nothing is randomly placed

- There are reasons why things are where they are, and for the forces that operate on them
- Managers must design and operate their facilities taking these forces into consideration

4

More is more

- The more forces that are modified, the greater the degree of operations management necessary

Interface

- An interface occurs when two or more forces come together
- The more complex an interface, the more complex operations and maintenance become
- Greater complexity increases the likelihood of critical incidents

Proaction

- The decision to act before an incident happens, to intentionally shape the context in which an incident may happen and thus to position staff and facility to respond to the incident

7

Maintenanceandops

- No, that's not a misspelling: Maintenance and operations are inseparable
 - Without maintenance, nothing gets done.
 - Without operations, no one knows what to do or who will do it.
- Operations = decisions made to ensure staff achieve desired levels of E & E
- Maintenance = actions performed to ensure that facilities and facility components operate at expected levels of E & E

8