

MBA 3315
OPERATIONS MANAGEMENT

স্কুল অব বিজনেস
SCHOOL OF BUSINESS



Bangladesh Open University
বাংলাদেশ উন্মুক্ত বিশ্ববিদ্যালয়



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Operations Management

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This book has been published after being refereed for the students of
School of Business, Bangladesh Open University

M6BA 3315

OPERATIONS MANAGEMENT

Published by: Publishing, Printing & Distribution Division (PPD), Bangladesh Open University, Gazipur- 1705. ©School of Business, Bangladesh Open University. **Date of Publication:** March, 2005, **Re-print:** December, 2009, **Cover Design:** Monirul Islam, **Cover graphics:** Abdul Malek, **Computer Compose:** Md. Ashrafuzzaman, **Pre-press activities:** DTP Pool, PPD Division, BOU, **Printed in:** Uttara Press and Publications, 34, Northbrooke Hall Road, Dhaka-1100

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Preface

Operations Management is primarily intended for the MBA students of Bangladesh Open University. It is written in modular form and is the first of its kind on Operations Management in Bangladesh. The lessons have been so designed that learners find them easy to understand.

The book has twelve units comprising 38 lessons. We do not claim it to be an original contribution. Rather it should be regarded as a text book of ideas from various renowned authorities in Operations Management. We have also quoted from different text books on Operations Management usually followed by post-graduate students in our universities. Our endeavour has been to present the lessons in a very lucid manner so that they can be understood and assimilated by an average distance learner of the MBA programme within the stipulated period of a semester.

Each unit is almost equivalent to one chapter of a conventional text book and divided into two to four lessons. Each of them starts with "unit highlights". In fact the lessons are like the lecture notes of a classroom teacher, each starts with "lesson objectives" and ends with "review questions". The review questions include essay type questions, multiple choice questions and some real life problems. Also some statements are included in the review questions, from which the students will identify the true ones. We hope that self learners will not find much difficulty in understanding the lessons by themselves and will need only a little help from the tutor.

Because of a severe time constraint, we have had to take the real life problems from conventional text books of western origin. We hope to develop some cases extensively in the context of Bangladesh soon so that our MBA students can relate their learning to their immediate environment and reality.

We are grateful to the honorable Vice Chancellor of BOU, who gave us the most needed support and enthusiasm to write this book. Dean, School of Business, Bangladesh Open University, has made us indebted by suggesting us in designing each and every lesson.

We shall feel rewarded for our labour if both general readers and self-learners find this book worthwhile and useful.

Professor M. Ziaul Haq Mamun
Professor Ali Ahsan

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