

**Vardhaman Mahaveer Open University, Kota****Operations Management**

Unit No.	Name of Unit	Page No.
BLOCK - I : OPERATIONS MANAGEMENT		
1	Operations Management : An Introduction	1-8
2	Facility Location	9-16
3	Product/ Process Design	17-29
BLOCK - II : JOB DESIGN		
4	Job Design Concept	30-38
5	Operations Standards	39-48
6	Work Measurement	49-58
BLOCK - III : INVENTORY MANAGEMENT		
7	Inventory Management: Models and Systems	59-77
8	Materials Requirement Planning	78-89
9	Supply Chain Management	90-102
10	Forecasting	103-112
BLOCK - IV : OPERATIONS SYSTEMS		
11	Operations Scheduling	113-125
12	Total Quality Management	126-142
13	ISO : 9000	143-158
BLOCK - V : EMERGING ISSUES		
14	Customer Relationship Management	159-177
15	Six Sigma	178-194
16	Maintenance Management	195-209