

Principles of Operations Management

Please answer TWO of the four questions in Section A and the Case Study in Section B

Section A - (40 Marks)

Question 1 (20 Marks)

A) An airport has a departures area where numerous tasks are performed for local and international travellers. List the *transformation processes* which you think the Airport Management Company has to run and identify their inputs and outputs.

Page 8 and 13 of text book – Brussels case study

Transformation Process Model:

Model that describes operations in their terms of input resources, transforming processes and outputs of goods and services.

Inputs: Aircraft, Pilots and crew, Ground Crew, Passengers and Freight

Transformation Processes: Check in passengers, board passengers, flying passengers and freight (domestic and international), caring of passengers

Outputs: Transported passengers and freight

(3 Marks)

B) For each of the following organisations explain what is meant by *quality, speed, dependability and flexibility*:
Chapter 2

Pg 38, 85 Notes – 68, 134

- Eskom
- A management consulting company
- Sun City
- Disneyland

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**Charles George Herbermann, Edward
Aloysius Pace, Condé Benoist
Pallen, Thomas Joseph Shahan, John
Joseph Wynne, Andrew Alphonsus
MacErlean**

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Encyclopedia of Operations Research and Management Science Saul I. Gass, Carl M. Harris, 2001 Audience Anyone concerned with the science techniques and ideas of how decisions are made **BOOK JACKET** *Encyclopedia of Microcomputers* Allen Kent, James G. Williams, 2024-11-01 The Encyclopedia of Microcomputers serves as the ideal companion reference to the popular Encyclopedia of Computer Science and Technology Now in its 10th year of publication this timely reference work details the broad spectrum of microcomputer technology including microcomputer history explains and illustrates the use of microcomputers throughout academe business government and society in general and assesses the future impact of this rapidly changing technology International Encyclopedia of Business and Management Malcolm Warner, 1996 *The Encyclopedia of Management* Carl Heyel, 1982 The Insurance Almanac and Encyclopedia, 1928 *The Catholic Encyclopedia* Charles George Herbermann, Edward Aloysius Pace, Condé Benoist Pallen, Thomas Joseph Shahan, John Joseph Wynne, Andrew Alphonsus MacErlean, 1911 **The Encyclopedia Britannica**, 1922 *The Catholic Encyclopedia: New Mexico-Philip*, 1911 **Insurance Almanac and Encyclopedia**, 1917 **New International Encyclopedia**, 1915 **Historical Encyclopedia of Illinois** Newton Bateman, Paul Selby, 1902 *The New International Encyclopedia* Frank Moore Colby, Talcott Williams, 1922 **Encyclopedia of the History of Missouri** Howard Louis Conard, 1901 **Encyclopedia of New Media** Steve Jones, 2003 This Encyclopedia is the first comprehensive A Z reference on the ongoing revolution in communications *Encyclopedia of Biography of New York* Charles Elliott Fitch, 1916 Anglo-American Encyclopedia, 1910 **Concise Encyclopedia of Traffic and Transportation Systems** M. Papageorgiou, 1991-06-21 The vast expansion of transportation systems on land sea and in the air throughout the twentieth century has allowed for the development of economic social and political connections across the globe undreamed of by our ancestors However this expansion has brought with it familiar problems such as airport delays and gridlock in our major cities Fortunately parallel progress in system science and information technology can provide us with the appropriate tools for rational and efficient solutions to our exponentially increasing transportation demands This encyclopedia addresses the analysis modelling and control of today s and tomorrow s traffic and transportation systems in a concise comprehensive single volume Well over 100 articles have been specially commissioned or revised from the acclaimed Systems Control Encyclopedia to provide an overview of and first reference to models control methods and practical aspects of all forms of traffic and transportation systems with a particular emphasis on efficient utilization of available infrastructure plus a consideration of their historical organizational economic and social impacts The Concise Encyclopedia of Traffic Transportation Systems will be essential for professional and academic scientists and engineers in any discipline concerned with the movement of people and materials Book description Amazon com **Operations Research and the Management Sciences-B.** University of Michigan. Engineering Summer Conferences, 1976 **Encyclopedia of American Industries**

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