

TABLE 2.1: Structural Decisions in Operations Management

DECISION AREA	QUESTIONS ASKED	FUNCTIONAL INTERFACES WITH OPERATIONS
Process and Capacity	What type of production process should be selected? What type of machine and labor capacity is needed? How much of that capacity is needed and when? When should it be expand or contracted and how?	Finance, Marketing
Facilities	Where should facilities be located? How many facilities are needed? What size should each be? What layout and design should each facility have? What work should be done in each facility?	Finance, Marketing
Technology	What kinds of technologies are needed? How often should these technologies be upgraded?	Information Technology, Finance, Engineering, Human Resources