Textbook(s) • Operations and Supply Chain Management, 16th edition, by Jacobs, F. Robert and Richard B. Chase (McGraw-Hill, 2021) ISBN-10: 1260238903; ISBN-13: 978- 9781260238907 • The Goal, by Goldratt, Eliyahu and Jeff Cox. (North River Press, 2014) ISBN-10: 9780884271956, ISBN-13: 978-0884271956 Week 1 Study Questions Information After reading the required textbook and reviewing the lecture presentation complete the following study questions: 1. In your own words define operations management. Provide an example of operations in both manufacturing (goods) and a service business environment to demonstrate your understanding of the definition. 2. In the text (Exhibit 1.3) and lecture we are introduced to the five major processes within operations and supply chain management. Describe the relationships of these five major processes in the following systems: A) An automobile manufacturer, B) A hospital emergency department, and C) An insurance company providing provide insurance. 3. The United States, and indeed much of the world, has been described as a "knowledge society." How does this affect productivity measurement and the comparison of productivity between the United States and other countries? 4. Explain the three elements that require integration to be successful in operations and supply chain management. To demonstrate a depth of understanding in this explanation provide a definition of the element and an example highlighting its importance.