

# Operations Management

**Q: What is Operations Management?**

A: The discipline of managing processes, resources, and workflows to deliver products or services efficiently.

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**Q: What does SOP mean?**

A: Standard Operating Procedure — a documented step-by-step process to ensure consistency in operations.

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**Q: What is Process Optimization?**

A: Improving workflows to increase efficiency, reduce cost, and eliminate waste.

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**Q: What does Throughput mean?**

A: The amount of work or output produced within a given time period.

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**Q: What is Bottleneck?**

A: A stage in a process that limits overall system performance or slows down output.

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**Q: What does Turnaround Time (TAT) mean?**

A: The total time taken to complete a process from start to finish.

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**Q: What is Capacity Planning?**

A: Determining the resources required to meet current and future demand.

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**Q: What does Inventory Management mean?**

A: Managing stock levels to ensure availability while minimizing excess and cost.

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**Q: What is Service Level Agreement (SLA)?**

A: A defined commitment on service performance (e.g., response time, uptime).

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**Q: What does Escalation Matrix mean?**

A: A structured hierarchy for resolving issues by escalating them to higher authority levels.