

MSOM Lunch and Learn Webinar Series



UNIVERSITY OF ARKANSAS

Thursday, January 12th, 12pm CST:

What is Operations Management and Why is it Important?

Presented by: Randy Roy

Operations management is a fundamental function for any organization. Forbes magazine reports that 3 in 4 corporate CEOs have a background in operations, though most of them did not study operations in school. This may be since all core business functions such finance, engineering, information technology and marketing have some aspect of operations in their responsibility. Regardless of where you wish to fit in an organization, you will likely work in some aspect of operations or work with employees whose primary role is in operations.

The goal of this presentation is to clearly define operations management and show its increasing strategic importance in 21st century organizations.

SPACE IS LIMITED, SO REGISTER TO ATTEND THIS WEBINAR ONLINE AT:

<https://operations-management.uark.edu/webinar-series.php>

About the Presenter:

Randy worked at the Federal Express Corporation from 1980 to 2005 in various mid to senior level management positions in the Information Systems organization. He retired in 2005 as Vice President, Network Computing and concurrently, Sr. Vice President of Operations for FedEx Internet Technologies Corporation, a fully owned FedEx subsidiary. His major contributions include the development of FedEx's Customer Service Call Centers, worldwide Internet, Intranet, Extranet and wireless systems and customer relationship management (CRM) technologies.

Randy has taught Operations Management for the University of Arkansas for 14 years. He believes operations management is a core function of every organization.

