



# SNS COLLEGE OF TECHNOLOGY

Coimbatore - 35

19BAT612– Operation Management

## UNIT-I INTRODUCTION

### Transformation Process

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**Design  
Thinking  
Curriculum**

Redesigning Common Mind and  
Business Towards Excellence

# Recap

## Nature and Importance of OM





TODAY'S TOPIC:



# Transformation Process





# Transformation Process:



The transformation process is a key concept in operations management that refers to the conversion of inputs into outputs through a series of activities or processes.

It involves the transformation of

- Raw materials
- Components
- or information into finished goods or services that are delivered to customers.



# Transformation Key Stages:



- Input: This stage involves acquiring the necessary inputs, **such as raw materials, components, or information**, for the transformation process.
- Transformation: This stage involves the actual transformation of the inputs into outputs. **This may involve manufacturing processes, assembly, packaging, or service delivery.**







## CONTD...



- Output: This stage involves the **delivery of the finished goods or services to customers.**
- Feedback: This stage involves **monitoring and evaluating the output** to identify opportunities for improvement in the transformation process.





# Transformation Process classified into two types:



- **Manufacturing transformation process:** This process is primarily concerned with the production of tangible goods. The inputs in this process are raw materials and components, and the output is a finished product.
- **Service transformation process:** This process is primarily concerned with the delivery of intangible services. The inputs in this process are customer requirements, and the output is a service that meets the customer's needs.

# Example for Transformation Process





# Summary

- Input
- Transformation
- Output
- Feedback





# ASSESSMENT:



Operations should not lead the way in enhancing the ability to create wealth, improve productivity and raise the standard of living for all people.

- a. Correct
- b. Incorrect

**Answer: Option A**



## References:



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