



**TEMATICA pentru examenul de
ADMITERE la DOCTORAT domeniul MANAGEMENT
sesiunea 2024**

Chapter I. Operations strategy and performance

- 1.1 The input-transformation-output process
- 1.2 Measuring operations performance
- 1.3 Perspectives on operations strategy
- 1.4 The order winner and qualifier framework
- 1.5 Contingency theory on operations management practices

Chapter II. Improving operations performance

- 2.1 Operations improvement
- 2.2 Trade-off and cumulative effects. The performance frontier.
- 2.3 Organizing for improvement. The importance-performance matrix
- 2.4 Lean management approaches to improvement
- 2.5 Improving the sustainability of operations: corporate social responsibility

Chapter III. Supply chain management

- 3.1 Basic concepts in supply chain management
- 3.2 Managing customer and supplier relationships in supply chains
- 3.3 Dynamics of supply chains: the bullwhip effect
- 3.4 Integrated supply chain management
- 3.5 Supply chain risk management

Chapter IV. Service operations and servitization

- 4.1 The distinctive nature of services
- 4.2 The design of products and services
- 4.3 Managing multi-channel service operations
- 4.4 Service supply chain management
- 4.5 Servitization – adding services to products

Chapter V. Management issues in the context of multinational manufacturing companies

- 5.1 The typology of plants within manufacturing MNCs
- 5.2 Managing internal and external networks
- 5.3 Knowledge sharing in MNCs
- 5.4 Global supply chain management

Chapter VI. Business digitalization and Industry 4.0

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