

## An exploratory study of operations management best practices

### Abstract:

The purpose of this paper is to conduct an exploratory investigation on the level of operations management best practices. A sample random t-test analysis was used upon a high technology company that was selected based on simple random sampling from government agency directory. After various attempts, 72 out of 138 are providing feedback. However, only 34 can be used, the rest did not answer completely. Descriptive analysis and t-test analysis were performed on 34 completed feedbacks. Six factors in the form of quality commitment, customer focus, formalization of performance measurement, people management, process management and technology management were examined as predictors for operations management best practices. Findings indicated that the mean value is more than 3 for all dimensions. Furthermore, most cases are significant as the selected samples are high technology based companies and their workers are knowledgeable in terms of operations management best practices.