



# OPERATIONS MANAGEMENT

TEMPORAL / PRODUCTION

RESOURCES  
INFRASTRUCTURE

**CAPITAL**  
- COST FLOW  
- BUDGETS

**CLIENTS**  
- COLLECT  
- CREDIT

**OBJECT SUPPLIES**  
- ~~ORDER~~  
- ~~ORDER~~

**COLLABORATORS**  
- CONSULTANTS  
- CONTRACTORS

**FACILITIES**  
- ENERGY  
- TOOLS  
- WASTE  
- SECURITY  
- PHYSICAL PLANT

**EQUIPMENT**  
  
**RECORD**  
- OBJECTS  
- STAFF  
- BANKING

**STAFF**  
- PERM  
- CONTRACT  
- INTRINSIC  
- SALARIES  
- INSURANCE

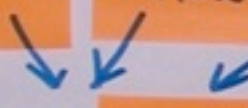
NOUNS

VERBS

**REQUEST**  
- ORDER

**PRIORITIZATION**

**RESOURCE ALLOCATION**



**WORK**

**MOVING**  
- TRANS-PORT  
- MOVE  
- STORAGE  
- MONITORING

**TREATMENT**  
- SURVEY  
- CONSULTING  
- EXHIBITIONS

**LOGISTICS**  
- PROJECT MANAGEMENT

**ACCOUNTING**  
- TIME  
- \$

**INVENTORY**  
- SPACE  
- ACC-OUNTING  
- REGISTRATION

**OUTREACH**  
- ADVERT.  
- P. R.  
- FINDERS

**INVOICES** WARRANTIES  
**RECEIPTS** SERVIC PERSONAL  
UPDATE SOURCE  
MISSION STATEMENT 32 PLAN  
STATEMENT STATEMENT

## Lab Management 1: Discussion Summary

How do you keep your laboratory up and running? Focused on both private and institutional firms. In terms of modeling is equally applicable across both.

Upper-level categories: First the temporal, time based, production based kinds of issues.

Resource allocation/infrastructure issues. The resources that you need to do what you are charged to do.

- Facilities
- Environmental
- Safety
- Risk management
- Security
- Equipment
- Staff
  - Salaries
  - Insurance

Temporal or production based:

- Clients (private, galleries, curators, etc.)
- Objects (in and out studios)
- Supplies (as opposed to equipment, you go through these)
- Collaborators and consultants
- Contractors

Constantly thinking about outreach (advertising for private, p.r., marketing, for funders and donors).

Start doing stuff, engaging to server a purpose

You have to prioritize

- Requests
- Orders
- Jobs

You have to allocate:

- Staff
- Resources

You have to work:

You have to do all the tasks: inventory and registration, accounting (time, financial, etc), logistics, basic project management stuff, treatments, survey.

What are the documents that are generated:

- Equipment
- Warranties
- Service personnel
- Updates
- Maintenance
- Invoices
- Receipts

## Nouns

Institutional / solo practitioner – **significant difference? Probably not**

### Temporal attributes - lists

- Clients (owners)
- Collaborators
- Objects
- Operational budgets / cash flow / capital
- Supplies
  - Ordering, inventory, and tracking

### Infrastructure attributes

- HR matters – external HR systems
- Staff
- Contractors
- Interns etc.

### Facilities – external systems to be implemented and or monitored

- Physical Plant
- Safety
- Security
- Environment
- Risk management
- Equipment

### Records

- See below

### Outreach activities

- ??

## Verbs

### Work (to be done)

- Requests / work orders (triggers) – emails, electronic forms
- Prioritization
  - Lists and worksheets – spreadsheets?
- Resource allocation
  - Human – plenty of HR records outside
  - Financial – external systems
  - Equipment – paper invoices, shipping receipts; can be digitized if desired
  - Etc.

- Logistics; project management
  - Spreadsheets, gaant charts
  - Inventory, space allocation

#### Object tracking – Registration – collections management systems

- Logging objects into system
- Location tracking
- Release custody
- Movement

#### Accounting

- Time spent
  - Time tracking
- Invoicing, etc.
  - Financial systems

#### Outriggers questions – not well dealt with

- How to document
  - Equipment
  - Warranties
  - Invoices

# LAB MANAGEMENT



## Lab Management 2: Discussion Summary

Orange = processes

Blue= outputs

Yellow = external influences

Our process is cyclical = we are a self-fulfilling prophecy

This is a scientific and conservation laboratory

Group of people employed in lab

You need people, facilities (building, water, etc) and operating supplies (Chemicals, paints, etc)

These lead to documentation which needs to be stored and reviewed (read)  
Documentation has an impact on other departments

Leaking roof—facilities—these processes are linked in with external factors

You need equipment (funding limitations, research, internal and external limitations, can it fit in your building)

At that stage we have outputs—order stuff

Once you've got stuff you have to train your staff, you have to service equipment

You need operating manuals (internal and external), you've got warranties that need to be purchased and/or renewed

Got to manage people (work flows, project plans, health and safety, professional development)

Got to manage the work – allocate resources to projects (internal/external influences), you have to document the process

Execute the work which leads to raw data, you need to interpret results, you might at that point need to involve other departments, leads to reports, publications...

And hopefully if we've done everything well—we get new work, we get new equipment, we get a new person, and it all starts over again

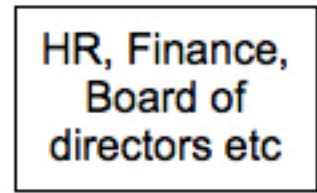
(Comment) The type of publications you might want to do might effect your lab management—if you only want to submit to peer reviews that might impact how you work and how you write.

**Ext/Int Events and Influences**

Trigger : Lab Management is cyclical. It is influenced by external and internal pressures and funding limitations

# BPMN Lab/Studio Management

**Documents**



Never ending loop?

