

# **Operations and Quality Management: the Case of Hospitality Industry**

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## **Abstract**

This research focuses on the Operations Management processes applied in a 5-stars Hotel located in Jeddah, Saudi Arabia. The aim of this study is to translate the reality application of the operational activities of the hotel into explained educational material, and to illustrate how textbook materials applied in real daily operations. In this observation, a different operation management tools been considered in order to achieve the goal of this paper. Initially, understanding the hotel mission and vision, and how to achieve them through the operational strategy and the marketing strategy. Then, identifying weakness, strengths, opportunities and threats of the hotel, and how it to be managed. Later, applying the Quality Management and the performance measurements to insure the system functionality. In addition, realizing their main Key Performance Indicators (KPIs) and recognize how they are playing a major role in their Quality Management process. All those steps link the compensation to strategic performance completes the translation of strategy to operations and organizational alignment. This research highlights the important factors of operational management that effects the hotel's Quality process.

## **Keywords**

Operational Management, Quality Management, Key Performance Indicators (KPI)

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