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# Interview Questions Operations Manager

*Plan, direct, or coordinate the operations of public or private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services.*

## **Strategic Planning and Organization**

- How well has your business/facility/group performed? How did you contribute to this?
- Which industry trends have specifically affected you as a manager?
- How do you schedule your day? How do you handle interruptions?
- What are the drivers of a successful business? What metrics do you review to know if you're meeting your goals?
- What do you do when you have a tight deadline and multiple products/projects to finish?

## **Leadership**

- Some people consider themselves to be "big picture people" and others are "detail oriented". Which are you? Give an example of a time when you displayed this.
- How do you ensure administrators have the appropriate training and knowledge of operations?
- How do you delegate work?
- Tell me a time when you motivated a team to implement your vision.
- How do you influence company culture? How does company culture affect your work?
- Has your team ever struggled to meet business goals? How did you address the situation?
- If you noticed high turnover in a certain department, how would you address this issue?

## **Continuous Improvement**

- Tell me about a continuous improvement project that you implemented. What were some of the challenges you overcame to make these changes?
- Tell me about a project you implemented that didn't go so well. What did you learn?
- What strategies do you use to identify and eliminate sources of waste in company workflows?
- What is your process for identifying and overcoming bottlenecks in your process?

## **Administrative Knowledge and Technology**

- What ERP programs have you used? Have you ever updated an existing ERP program or implemented a new one?
- What is the role of quality control in managing company logistics?
- Describe the main parts of the supply chain as they relate to our organization.
- Tell me a time when you reallocated resources due to a shrinking budget.

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