

# Components of a Value Chain

## Support Activities

<b>Infrastructure</b>
<b>Technological Development</b>
<b>Human Resources Management</b>
<b>Procurement</b>

## Primary Activities

<b>Inbound Logistics</b>	<b>Operations</b>	<b>Outbound Logistics</b>	<b>Marketing and Sales</b>	<b>Service</b>

**Margin**  
Value For Customers

**For each activity**

Value Added	Costs Accrued
Potential Improvements for Activity	