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Chapter

2

Process Strategy and Analysis

DISCUSSION QUESTIONS

1. Many processes at manufacturing facilities involve customer contact. Internal customers would include those employees whose operation(s) are subsequent. Quality Control could be considered an internal customer as could design engineering or sales. Quality Control, design engineering, marketing, sales and other organizations represent the customer at various stages of any process. Customer contact can be very high, especially between production and engineering and production and quality control.
2. Some students may see this as a difference in competitive priorities. Others may see a difference in management styles. Ritz-Carlton empowers their employees and the local restaurant does not seem to empower. Ritz-Carlton believes that by having employees treat customers and other employees with respect, customer service is enhanced. A restaurant that does not allow employees to resolve a customer issue may not see enhanced customer service. The restaurant may believe that the to-go customer will be better satisfied with fast and accurate orders. The in-store customer gets the chips and salsa to utilize the time while waiting for an order to be prepared. The to-go customer has already placed that order and it is ready when the customer arrives at the pickup window.
3. eBay has considerable arrival and request variability, because its customers do not want service at the same time or at times necessarily convenient to the company. They have request variability, seeking to buy and sell an endless number of items. Their process strategy allows significant customer involvement. Their customers

Operations Management Processes And Supply Chains

Solution Manual

Mark Hanna

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book presents the advances in the concept model method and tools for the global supply chain management The conference took place in Marrakesh from May 2 to May 4 2024 The 7th edition of this conference focused on Smart Sustainable and Green Logistics The papers included in the book's proceedings cover various themes such as Metaheuristics for industry 4.0 Multi agent systems for solving combinatorial optimization problems Sustainability in supply chain management a paradigm for global transformation Sustainable and agile supply chain management Sustainable and smart management of water resources innovative optimization Artificial intelligence and emerging technologies advancements and applications Artificial intelligence techniques and statistical modeling for mobility and urban logistics planning Smart and green process in transport and logistics Viability of logistics networks structural dynamics and recovery strategy low certainty context Modeling simulation and optimization Planning and scheduling Decision support systems Risk management Project management Information systems integration Supply chain design and control Models and algorithms for electric mobility

Cost Accounting, a Managerial Emphasis, Third Canadian Edition. Student Solutions Manual Charles T. Horngren, 2004

Operations Management Richard J. Schonberger, Edward M. Knod, 1997 **Operations Management** Lee J.

Krajewski, Larry P. Ritzman, Manoj Kumar Malhotra, 2013 Operations Management provides readers with a comprehensive framework for addressing operational process and supply chain issues This text uses a systemized approach while focusing on issues of current interest

Forthcoming Books Rose Arny, 2003

Integrated Operations Management Mark D.

Hanna, W. Rocky Newman, 2007 With its focus on supply chain management and the increased blending of service theory and applications with traditional manufacturing theory and applications INTEGRATED OPERATIONS MANAGEMENT A SUPPLY CHAIN PERSPECTIVE ties together SCM business process management with cross functional understanding The authors cover creating processes coordinating processes and improving processes

Healthcare Financial Management, 2006 Some issues accompanied by supplements

Supply Chain Systems Magazine, 2001

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