

Fill Ins

Fill in the appropriate terms for the definitions given below.

1. _____ any instance when a process fails to satisfy its customer.
2. _____ a philosophy that stresses three principles for achieving high levels of process performance and quality: customer satisfaction, employee involvement, and continuous improvement in performance.
3. _____ the purely random, unidentifiable sources of variation that are unavoidable with the current process.
4. _____ a chart used to monitor process variability.
5. _____ the degree to which equipment, space, or labor is currently being used.
6. _____ the amount of reserve capacity that a process has to handle sudden increases in demand or temporary losses of production capacity; it measures the amount by which the average utilization (in terms of total capacity) falls below 100 percent
7. _____ the time required to change a machine from making one service or product to making another
8. _____ the difference between the flows of funds into and out of an organization over a period of time, including revenues, costs, and changes in assets and liabilities
9. _____ a statement of all work that has to be completed
10. _____ a network planning method developed in the 1950s as a means of scheduling maintenance shutdowns at chemical-processing plants
11. _____ the sequence of activities between a project's start and finish that takes the longest time to complete
12. _____ the maximum length of time that an activity can be delayed without delaying the entire project
13. _____ the design of a firm's customer relationship, order fulfillment, and supplier relationship process and the synchronization of these processes with the key processes of its suppliers and customers in order to match the flow of services, materials, and information
14. _____ the items in manufacturing plants, warehouses, and retail outlets that are sold to the firm's customers
15. _____ the phenomenon in supply chains whereby ordering patterns experience increasing variance as you proceed upstream in the chain
16. _____ the awarding of a contract for a service or item to only one supplier
17. _____ the description of businesses' deployment of facilities and operations around the world
18. _____ solution guidelines, or rules of thumb, that find feasible-but not necessarily the best- solutions to problems

19. _____ a situation whereby several competing firms clustered in one location attract more customers than the total number who would shop at the same stores at scattered locations
20. _____ a factor that considers the availability of good schools, recreational facilities, cultural events, and an attractive lifestyle

Word Bank

Activity, Assignable Causes of Variation, Attributes, Bullwhip Effect, Capacity Cushion, Cash Flow, Common Causes of Variation, Critical Mass, Critical Path, Critical Path Method (CPM), Defect, Distribution, Earliest Finish Time (EF), Finished Goods (FG), Globalization, Heuristics, P-Chart, Prevention Costs, Quality Circles, Quality of Life, R-Chart, Setup Time, Slack, Sole Sourcing, Statistical Process Control (SPC), Supply Chain Management, Total Quality Management (TQM), Utilization, Work Breakdown Structure

Process Analysis



Inputs

Solver - Process Charts

Enter data in yellow shaded areas.

Process:	Pr 5-11 Making One Ice Cream Cone
Subject:	Server at the Counter
Beginning:	Walk to the cone storage area
Ending:	Give cone to server or customer

Summary

Activity	Number of Steps	Time (min)	Distance (ft)
Operation	6	1.70	
Transport 	6	0.80	31
Inspect	1	0.25	
Delay 	1	0.50	
Store	--	--	

Step No.	Time (min)	Distance (ft)	Operation	Transport	Delay	Store
1			X			
2	0.05		X			
3	0.10	5.0		X		
4	0.05		X			
5	0.20	8.0		X		
6	0.50			X		
7	0.15	8.0		X		
8	0.05		X			
9	0.10	2.5		X		
10	0.75		X			
11	0.75		X			
12	0.25			X		
13	0.05	2.5		X		
14	0.05		X			
15						
16						

Step Description

- Walk to cone storage area
- Remove empty cone
- Walk to counter
- Place cone in holder
- Walk to the sink area
- Ask dishwasher to wash scoop
- Walk to counter with clean scoop
- Pick up empty cone
- Walk to flavor ordered
- Scoop ice cream from container
- Place ice cream in cone
- Check for stability
- Walk to order placement area
- Give server or customer the cone