Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Survey of Business**

**Chapter Eight: Managing Service and Manufacturing**

1: Define Operations Management and explain its importance for business success.

2: Why did Operations Management adapt from a specific association with “production” and “manufacturing” to a more general association with “operations”?

3: Describe the Transformation Process related to Inputs and Outputs.

4: Describe the Transformation Process related to Service.

5: Describe the various ways businesses that manufacture tangible goods differ from those that provide services or ideas?

6: Explain the tasks associated with and the importance of Planning and Designing Operations Systems.

7: Define Standardization.

8: Define Modular Design.

9: Define Customization.

10: Explain the importance of Planning Capacity and Planning Facilities.

11: What must a company consider when determining Facility Location?

12: Identify the (3) basic designs associated with Facility Layout.

13: What role does Technology play in the transformation process?

14: Define Sustainability and explain its importance to stakeholders and consumers.

15: Define Supply Chain Management.

16: Describe the role of Purchasing and Managing Inventory in operations management.

17: Explain the role of Outsourcing as a component of supply chain management in operations.

18: Explain the role of Routing and Scheduling in operations management.

19: Define Quality and explain the importance of Quality Control.

20: Explain Total Quality Management (TQM).

21: Define Benchmarking.

22: Explain the role and importance of Inspection and Sampling to ensure quality standards.

Briefly share your thoughts on how the material outlined in this chapter can impact your life: