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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

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**B Lingard**



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## **Table of Contents Operations Management 11th Edition Problems Solutions**

1. Understanding the eBook Operations Management 11th Edition Problems Solutions
  - The Rise of Digital Reading Operations Management 11th Edition Problems Solutions
  - Advantages of eBooks Over Traditional Books
2. Identifying Operations Management 11th Edition Problems Solutions
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Operations Management 11th Edition Problems Solutions
  - User-Friendly Interface
4. Exploring eBook Recommendations from Operations Management 11th Edition Problems Solutions

- Personalized Recommendations
- Operations Management 11th Edition Problems Solutions User Reviews and Ratings
- Operations Management 11th Edition Problems Solutions and Bestseller Lists
- 5. Accessing Operations Management 11th Edition Problems Solutions Free and Paid eBooks
  - Operations Management 11th Edition Problems Solutions Public Domain eBooks
  - Operations Management 11th Edition Problems Solutions eBook Subscription Services
  - Operations Management 11th Edition Problems Solutions Budget-Friendly Options
- 6. Navigating Operations Management 11th Edition Problems Solutions eBook Formats
  - ePub, PDF, MOBI, and More
  - Operations Management 11th Edition Problems Solutions Compatibility with Devices
  - Operations Management 11th Edition Problems Solutions Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Operations Management 11th Edition Problems Solutions
  - Highlighting and Note-Taking Operations Management 11th Edition Problems Solutions
  - Interactive Elements Operations Management 11th Edition Problems Solutions
- 8. Staying Engaged with Operations Management 11th Edition Problems Solutions
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Operations Management 11th Edition Problems Solutions
- 9. Balancing eBooks and Physical Books Operations Management 11th Edition Problems Solutions
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Operations Management 11th Edition Problems Solutions
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Operations Management 11th Edition Problems Solutions
  - Setting Reading Goals Operations Management 11th Edition Problems Solutions
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Operations Management 11th Edition Problems Solutions

- Fact-Checking eBook Content of Operations Management 11th Edition Problems Solutions
- Distinguishing Credible Sources

### 13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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