Dear Sir / Madam,

Please request a quote for the homework below. Concerns questions about the basics of operations management. The textbook can be found in the link below: Essential operations management second edition by Alex Hill and Terry Hill. Thank you very much for response. Sincerely, Gerard Boon

[Essential Operations Management - Alex Hill, Terry Hill - Google Boeken](https://books.google.nl/books?id=jB1HEAAAQBAJ&pg=PA373&lpg=PA373&dq=operations+management+essential+alex+hill+summary&source=bl&ots=mIu2TRiz_3&sig=ACfU3U0e-eDJrKrHWRm8Y7kRDfu0qFCXIQ&hl=nl&sa=X&ved=2ahUKEwjs0qnO-fP4AhXI0KQKHRPxApgQ6AF6BAgWEAM#v=onepage&q&f=false)

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**Delivery Services.**

**1** Think of a service company that you have purchased a service from in the past year.

1. Which service did you purchase?
2. Describe the four characteristics (intangible, transient, interactive and heterogeneous) of the service.
3. What kind of delivery system does the company use: single-step delivery system or multi-step delivery system?
4. To which category does this form of service belong: professional service, service shop or mass service? Justify your answer.

**2** What role do customers have in a service delivery system?

**3** What is the relationship between the front and back office?

**4** Using an example, explain that services and products are initially very different, but are nevertheless directly or indirectly linked.

**5** Explain how Kanban can work as a signaling method for a shelf stocker in a supermarket.

**Making products**

**1** What influence does the type of product (mass or special) play in the choice of the manufacturing process? Justify your answer.

**2** Different production processes can be distinguished. Indicate the differences between line production and job production based on the following aspects:

* Control Complexity
* Level of process investment
* Volume
* Schedule

**3** Why is batch production most common? Justify your answer.

**4** Which production process does a bakery use? Justify your answer.

**5** The fuel tank gap of most petrol cars is smaller than that of diesel cars. This prevents a customer from accidentally filling up with diesel in a petrol car. Which Lean method underlies this? Justify your answer.

**Location and layout**

**1** A company produces large volumes of plastic bottles. Which factor plays an important role in the choice of location?

**2** Which factor in the choice of location plays a major role in fresh produce companies?

**3** Name three variable costs that influence a company's location choice.

**4** Name three influences that the choice of location has on the potential demand.

**5** What layout do the following companies use? Justify your answer.

1. The maternity ward in a hospital.
2. A supermarket.
3. Car manufacturer.

**Capacity**

**1** What is the difference between capacity utilization and efficiency?

**2** In a workshop, three people work eight hours a day, five days a week. In week 2, each employee worked 0.5 hour overtime per day. In week 3 there was no overtime, but 1 employee was sick for a day.

1. Calculate the planned capacity.
2. Calculate the capacity utilization in week 2.
3. Calculate the capacity utilization in week 3.
4. What is the purpose of calculating capacity utilization?

**3** Product X is produced by the company CapC. It takes 20 minutes to make this product. An employee makes this product throughout the day. A working day is 8 hours. He makes 17 pieces a day.

1. Calculate the efficiency of this employee.
2. What does this number say about the employee?

**4** What type of capacity plan is suitable for a producer of perishable products? Justify your answer.

**5** How does capacity affect the following aspects?

* Cost
* Flexibility
* Quality