

CHAPTER 8
Producing Quality Goods and Services
Study Guide

Define:

operations management

analytic process

utility

service economy

research and development

product design

labor-intensive technology

capital-intensive technology

purchasing

inventory control

scheduling*

Gantt chart

PERT (Program Evaluation and Review Technique)

quality control*

statistical quality control*

quality circle*

inspection*

robotics*

CAD

CAM

FMS

productivity*

Outline

- I. What is production?
- II. The Conversion Process
- III. Where Do Products and Services Come From?

IV. Planning for Production

V. Operations Control

VI. The Impact of Computers and Robotics on Production

VII. Management of Productivity