

What is ***Ten Critical Decisions?***

1. Design of goods and services
2. Managing quality
3. Process and capacity design
4. Location strategy
5. Layout strategy
6. Human resources and job design
7. Supply-chain management
8. Inventory, MRP, JIT
9. Scheduling
10. Maintenance

What is mission and strategy?

Mission statements tell an organization where it is going

◆ **The Strategy tells the organization how to get there and it's
Action plan to achieve mission**

Mission - where are you going?

- ◆ **Organization's purpose for being**
- ◆ **Answers 'What do we provide society?'**
- ◆ **Provides boundaries and focus**

What is *Strategies for Competitive Advantage*?

<i>Differentiation</i>	cost	<i>Response</i>
Uniqueness can go beyond both the physical characteristics and service attributes to encompass everything that impacts customer's perception of value	Provide the maximum value as perceived by customer. Does not imply low quality.	◆ Flexibility is matching market changes in design innovation and volumes ◆ Reliability is meeting schedules ◆ Timeliness is quickness in design, production, and delivery

What is *Reasons to Globalize*?

- 1. Reduce costs (labor, taxes, tariffs, etc.)**
- 2. Improve supply chain**
- 3. Provide better goods and services**
- 4. Understand markets**
- 5. Learn to improve operations**
- 6. Attract and retain global talent**

What is phases of project management?

1. **Planning - goal setting, defining the project, team organization**
2. **Scheduling - relates people, money, and supplies to specific activities and activities to each other**
3. **Controlling - monitors resources, costs, quality, and budgets; revises plans and shifts resources to meet time and cost demands**