Chapter Outline

# Chapter 7: Capacity Planning

***See pages: 244-267.***

Operations Profile: Missoni for Target: Too Popular, Too Soon

 Capacity Planning

 The Strategic Importance of Capacity Decisions

 Types of Capacity and Capacity Measurements

 Strategies for Capacity Planning

 The Capacity Planning Process

 Service Capacity Planning

 Factors Influencing Service Capacity

 Capacity Planning for Services

 Capacity Planning for Supply Chains

 Demand Uncertainty

Operations Management: Lessons Learned: Pratt and Whitney Battles Capacity and Supply Chain Problems for a New Jet Engine

 Technological Uncertainty

 Supply Uncertainty

 A Framework for Strategic Supply Chain Capacity Planning

 Ethical and Sustainability Issues

 Global Capacity Management

Consider This 7.1: Working to End Child Labor

 Chapter Summary

 Key Terms

 Discussion and Review Questions

 Solved Problems

 Problems

 Case Study 7.1: Kirwain’s Capacity Planning Challenge

 Video Case

 Critical Thinking Exercises

 Littlefield Laboratories