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