Chapter Outline

# Chapter 9: Process Design and Layout Planning

***See pages: 296-325.***

Operations Profile: Process Redesign at Mars: Moving Toward Sustainability and Social Responsibility

 Designing, Selecting, and Redesigning Manufacturing Processes

 Basic Process Types

 Mass Customization Processes

 Process Selection Decisions

 Designing Service Processes

 Classifying Processes Within the Service Process Design Matrix

 Positioning and Repositioning Processes Within the Service Process Design Matrix

 Using Technology to Improve Service Processes

 Designing Processes for Supply Chains

 Classifying Manufacturing Processes by the Degree of Product Customization

 Mapping Manufacturing Methods Across Supply Chains

 Global Process Design

 Layout Planning

 The Strategic Nature of Layout Decisions

 Basic Types of Layouts

Operations Management: Lessons Learned: Boeing and “The Move to the Lake”

 Other Types of Layouts

 Legal, Ethical, and Sustainability Issues

 Chapter Summary

 Key Terms

 Discussion and Review Questions

 Problems

 Case Study 9.1: Sustainable Food Development: The Future Is Looking Up

 Video Case

 Critical Thinking Exercises