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