

TABLE 9.1: Five Process Types

| PROCESS TYPE | DESCRIPTION | ADVANTAGES | DISADVANTAGES |
|-----------------|---|--|---|
| Project | Process for producing a single product, often unique, and the process is of limited duration. | Unique product tailored to the customer’s specifications. | High risk of cost and schedule overruns and subsequent customer dissatisfaction. |
| Job-shop | Process for producing a low volume of customized products and services. | High product variety, low capital investment, and high process flexibility. | High variable cost per unit, low-capacity utilization, low production volumes, the need for highly skilled labor, careful production planning, and complex control. |
| Batch | Process for producing semi-standardized products and services. | Moderate product variety and process flexibility, and moderate production volumes. | Production planning and control moderately complex. |
| Repetitive | Process for producing standardized products and services. | Low variable cost per unit, high-capacity utilization, high production volume, need for skilled labor low, production planning and control less difficult. | Limited product variety, high capital investment, and low process flexibility. |
| Continuous Flow | Process for producing highly standardized products and services. | Very high volumes of production, and very high-capacity utilization and efficiency. | Highly rigid process with no flexibility. The process is costly to redesign and is associated with high costs when the process is interrupted or down. |