Class Activities

# Chapter 7: Capacity Planning

**Activity 1:** **Experiential Activity**

Learning objective: Evaluate the difficulties associated with capacity planning for services and how explain they can be overcome.

Set up an interview with a local restaurant manager to learn about what are some of the problems faced by the restaurant when planning its capacity and how does the restaurant develop its capacity plans. Compare the restaurant’s capacity planning process with what was learned in this chapter and comment on the similarities and differences. Be prepared to share your work with the rest of the class.

**Activity 2:** **Individual Exercise**

Learning objective: Explain why capacity planning is important and how capacity decisions are made

Illustrate the challenges of capacity planning using a real-world example. Explain why capacity planning is an important decision for both manufacturing and service companies. Discuss what measures can be used to help companies evaluate their capacity performance. Be prepared to present your work to the class.

**Activity 3: Online Activity**

Learning objective: Predict the effect of sustainability and ethics on the future capacity decisions of firms and supply chains.

Search online for companies that engage in unethical capacity planning practices. Summarize these practices and their impacts. Identify some critical factors that these companies should consider in making capacity planning decisions that would have steered them away from unethical behaviors. Post your findings on the discussion board. Each student will respond to three other students’ postings.