Chapter Outline

# Chapter 18 Supplement: Capacity Requirements Planning, MRP II, ERP, DRP

***See pages 684-702.***

Operations Profile: Callaway Golf Uses ERP to Keep Swinging

Capacity Requirements Planning (CRP)

Manufacturing Resource Planning (MRP II)—An Extension of MRP

Enterprise Resource Planning (ERP)

Consider This 18S.1: Electronic Medical Records Bring Together Patients and Their Health Care Providers

Benefits and Limitations of ERP

ERP for Service Industries

Impact of MRP, MRP II, and ERP on Supply Chains

Operations Management: Lessons Learned: Surviving an ERP System Disaster

Distribution Requirements Planning (DRP)

Sustainability Issues

Supplement Summary

Key Terms

Discussion and Review Questions

Solved Problem

Problems

Case Study 18S.1: Thinking Outside the Box: Enterprise Training at General Mills

Video Case

Critical Thinking Exercises