Chapter Outline

# Chapter 19: Detailed Scheduling

***See pages 704-742.***

Operations Profile: Scheduling at Walt Disney World: FastPass and Waiting for Rides

What Detailed Scheduling Is

Types of Scheduling For Manufacturers

Line Process Scheduling

Intermittent Process Scheduling

Sequencing N Jobs Through Two Machines: Johnson’s Rule

Why Scheduling Is Complex

Theory of Constraints

Operations Management: Lessons Learned: Fixing Manufacturing Processes at Hitachi Tools

Scheduling in the Service Sector

Scheduling for Supply Chains

Ethical and Sustainability Issues

Chapter Summary

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Discussion and Review Questions

Solved Problems

Problems

Case Study 19.1: Telling Umpires Where To Go!

Video Case

Critical Thinking Exercises