Class Activities

# Chapter 14: Lean Operations and Supply Chains

**Activity 1: Experiential Activity**

Learning objective: Describe the philosophy of lean systems

Have students visit a fast food restaurant. Observe how the customers are served in the restaurant and identify any wastes and inefficiency. Report the observation to the class in the next meeting.

**Activity 2: Activity for Small Groups**

Learning objective: Apply lean ideas to service operations.

Find two other students to form a group. Share with each other the observations from activity 1. Discuss among one another what and how lean principles can be applied to each restaurant to eliminate wastes and inefficiency. Present the group’s work to the rest of the class.

**Activity 3: Online Activity**

Learning objective: Describe the philosophy of lean systems

Play the 5S Game at http://5salphabetgame.blogspot.ca/. Comment on what the game is demonstrating. Discuss how to apply the 5S principles in ones personal and professional life. Post the work on the discussion board. Each student will comment on three other students’ postings.