

4	5	6	7	1	2	3
11	12	13	14	8	9	10
18	19	20	21	15	16	17
25	26	27	28	22	23	24
M	T	W	T	F	S	S

Exam-5, OM

Section - 1

Qm-1 measuring Service Capacity

The problem of capacity management is one of the most difficult to tackle in business management. a situation which is aggravated in the majority of services, due to uncertain demand and personalized requirements, which make it difficult to plan and assign productive capacity. while overstaffing implies extra costs, insufficient capacity implies a lower level of attention to customer needs and therefore a lack of perceived quality.

The present article tackles this problem, presenting a model that enables minimum staffing to be easily determined. By taking into account historical staffing data associated with quality data minimum recommended workload is calculated as a function of the theoretical staff needed according to standard time

	1	2	3	4	5
6	7	8	9	10	11
13	14	15	16	17	18
20	21	22	23	24	25
27	28	29	30	31	
S	M	T	W	T	F

Scope of Production management

1. Location of Facilities

The selection of location is a key decision as large investment is made in building, land, and machinery.

2. Plan layout & material handling

Plan layout refers to the physical arrangement of facilities. Material handling refers to the moving of material from the storeroom to the machine & from machine to the next during the process of manufacturing.

3. Product Design

Product Design deals with the conversion of the ideas about the product into the reality.

4. Process Design

It is the decision making on overall process route for converting the raw material into the finished goods.

5 - Production planning & controlling

PPC can be defined as the process of planning the production in advance, setting the exact route of each item, fixing the starting & finishing dates for each item to give the production order to shops & to follow up the progress of products according to the orders.

6 - Quality Control

Quality Control may be defined as a system that is used to maintain a desired level of quality in a product & service.

7 - Material Handling

Material management is that aspect of management function which is primarily concerned with the acquisition, control & use of the needed material.

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8 - Maintenance Management

Maintenance deal with taking care of factory layout, types of machinery. This is essential for equipment machinery which are very important parts.