

Exam-5

Section-1

Ques Discuss the model of measuring service capacity. Discuss the scope of production management.

Ans Measuring service capacity -

The problem of capacity mgt. is one of the most difficult to tackle in b/s mgt., 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 customers 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.

- Scope of production management
 - 1 location of facilities.
 - 2 Plant layout & material handling
 - 3 Product design.
 - 4 Process design.
 - 5 Production planning & controlling.
 - 6 quality control.
 - 7 material handling.
 - 8 Maintenance management