Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Take Home Quiz on Chapter 8: Managing Service and Manufacturing Operations: Part 1**

**Directions: Answer these questions by yourself. Prove you read the textbook pages and understand the main ideas. The difference between A to A+ is specific details. This is worth a normal quiz grade for 20 points. Upload to Canvas before Tuesday’s class starts.**

1. Read pages 238-239 and write 1 sentence what is the main idea of this story?
2. Read pages 240-241 and explain in your own words what you think are 2 of the most important main ideas on these pages:
3. Read pages 242-243 and explain in your own words what you think are 2 of the most important main ideas on these pages:
4. Read pages 244-245 and explain in your own words what you think are 2 of the most important main ideas on these pages:
5. Read the bottom of page 245 and page 246 about “Planning the Product” and tell me in your own words 1 main idea about Step 1: Planning the Product
6. Read Pages 246 and 247 and write 1 sentence explaining the main idea in your own words about each of these parts of Step 2: Designing the Operations Process:
7. Standardization
8. Modular Design
9. Customization
10. Read page 247 the bottom “Planning Capacity” and the top of page 248 and tell me in your own words what is the main idea about “Planning Capacity”
11. Read page 248 starting at “Planning Facilities” and top of Page 249 and write 1 sentence in your own words what is the main idea about “Facility Location”
12. Read Page 249 and define these key terms in your own words:
13. Fixed-position layout & project organization-
14. Process-layout & intermittent organizations-
15. Product layout & continuous manufacturing organizations-
16. Read Page 250 and define these key terms in your own words:
17. Computer-Assisted Design-
18. Computer-Assisted Manufacturing-
19. Flexible-manufacturing-
20. Computer-integrated manufacturing