**Operations Control** **Final Assessment**

**Brandman University**

**Jeffery Morse**

**All communication for this document can be sent to**

**jmorse@mail.brandman.edu**

**November 2017**

**Operations Control Final Assessment**

The Nissan Sutherland Factory

Competency Statement: Understand and apply the tools used for operational control

Final Assessment Title: Operations Control Case Study Analysis

Competency Objectives:

1. Demonstrate an understanding of tools used in operations control [e.g. Lean Six Sigma,

 Just-in-Time (JIT), Inventory Control, Total Quality Management (TQM), and Material

 Requirements Planning (MRP)].

2. Analyze a business case scenario.

 Program Learning Outcome(s): N/A

 Institutional Learning Outcome(s): ILO 2 – Innovation and Creativity: Construct a novel or unique idea, question, format, or product.

Operations Control Final Assessment: Outline and Rubric

Final Assessment: Outline and Rubric 2

 Introduction

 o Describe the important factors about the case to an audience unfamiliar with it;

 answering who, what, where, when, and why this is important.

 o Integrate targeted ideas from alternate perspectives or ideas to provide a frame of

 reference.

 Production Methods

 o Explain the importance of TQM to successful outcomes in general.

 o Compare and contrast TQM with at least one other production method to identify the benefits and consequences of the methods in the final product.

 o What methods were employed and why/how did they contribute to operating success for the specific case study?

 Facility Layouts

 o Describe the importance of facility layouts in general.

 o What effect did the plan location and layout have on organizational success for the case

 study and why?

 Controls

 o What are controls and how are they related to operations control overall?

 o What processes were employed and why/how did they contribute to operating success

 for the case study?

 Quality Assurance

 o Discuss the role and methods of quality assurance as they relate to production methods,

 facility layout and production processes in general, using the assigned case.

 Conclusion

 o Provide a summary of at least three key insights gained and lessons learned from the

 case analysis.

 Describe how an understanding of this case study could positively influence your ability to

 maintain greater quality control over your own work and methods of quality assurance as they relate to production methods, facility layout and production processes.

**References**

Bass, B. M. (1985). *Leadership and performance beyond expectations*. New York: Free Press.

Bauer, T. & Erdogan, B. (2010), "Managing Demographic and Cultural Diversity," by *Organizational Behavior*, Chapter 2. Copyright 2010 by Flat World Knowledge, Inc.

Bauer, T. (2) & Erdogan, B. (2010) *The Role of Ethics and National Culture*, Organizational

Bauer, T.(3) & Erdogan, B. (2010) *Organizational Structure and Change*, *Organizational Behavior*, Chapter 14. Copyright 2010 by Flat World Knowledge, Inc.

Burns, J. M. (1978). *Leadership*. New York: Harper & Row.

Coach Me To Lead (CMTL), (2017) Organizational Behavior, coachmetolead.com

http://coachmetolead.com/wp-content/uploads/2014/07/Organizational-Behavior.pdf

Daft, Richard.,(2003*) Organization Theory and Design*, Copyright 2003, South-Western College.

Flatworld (2010) Behavior, Chapter 2.4., 3.5 Copyright 2010 by Flat World Knowledge, Inc.

Harrison, David A., Price, Kenneth H., Myrtle, P., (1998*) Beyond relational demography: Time and the effects of service- and deep-level Diversity on work group cohesion*. University of Texas at Arlington. Academy of Management Journal Bal 41. No 1. 95-107 <http://phd.meghan-smith.com/wp-content/uploads/2015/09/harrison>beyondrelational.pdf

KJV. (1999) The Holy Bible, King James Version. New York: American Bible Society: 1999; Bartleby.com, 2000. www.bartleby.com/108/.

Milgram, Stanley (The Journal of Abnormal and Social Psychology, Vol 67(4), Oct 1963)

 *Behavioral Study of obedience*, pp 371-378. [http://dx.doi.org/10.1037/h0040525](http://psycnet.apa.org/doi/10.1037/h0040525)

Rodriguez, D. (2013) *Bonus Benefits of a Healthy Diabetes Diet* EveryDayHealth.com

 Diana Rodriguez Reviewed by Niya Jones, MD, MPH 6/12/2013

<https://www.everydayhealth.com/hs/type-2-diabetes/other-benefits-of-healthy-diet-for-diabetes/>

Samuel, Chad. (2006) *Cracking Your Churches Code*. by Samuel Chad, Published by Jossey- Bass. Copyright 2006

Tutorialspoint.com, (2017) Communication Blockers <https://www.tutorialspoint.com/management_concepts/communication_blockers.htm>