

## Operations Control Final Assessment: Outline and Rubric

**Competency Name:** Operations Control

**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.

### Purpose of this Assessment

The final assessment for this competency is to analyze a business case scenario using operations control tools. You must analyze and discuss the case in terms of at least three operational tools/methods that may have been employed to achieve successful operating outcomes.

### Items Required for Submission

1. The item required for submission is a 6- to 10-page Operations Control Case Study Analysis.

### Step ONE: Preparation

- Go to the case study.
- Review it and take notes based on how operations controls are used. Use your notes to formulate your analysis, outlined in the following steps.
- Consider, in your analysis, the various quality tools/methods and how each may have contributed to operational success of the organization presented in the case.
- Support your analyses and observations with references to the principles and best practices of these operating methods/tools.
- Be prepared to include a minimum of five scholarly sources that are cited and referenced properly.

### Step TWO: Write your paper

After presenting a brief overview of the case, present a thorough and thoughtful analysis of how the organization in the case employed levels of operation control to achieve successful outcomes. Your paper should include the following sections, and each section should include at least three references to scholarly sources.

- Introduction
  - Describe the important factors about the case to an audience unfamiliar with it; answering who, what, where, when, and why this is important.

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- Integrate targeted ideas from alternate perspectives or ideas to provide a frame of reference.
- Production Methods
  - Explain the importance of TQM to successful outcomes in general.
  - Compare and contrast TQM with at least one other production method to identify the benefits and consequences of the methods in the final product.
  - What methods were employed and why/how did they contribute to operating success for the specific case study?
- Facility Layouts
  - Describe the importance of facility layouts in general.
  - What effect did the plan location and layout have on organizational success for the case study and why?
- Controls
  - What are controls and how are they related to operations control overall?
  - What processes were employed and why/how did they contribute to operating success for the case study?
- Quality Assurance
  - 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
  - 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.

### Step THREE: Complete Checklist for Submission

Before you submit, check to see if you believe you have met the criteria noted below. Did you:

- ✓ Provides a clear, detailed, and thoughtful description of the case study?
- ✓ Integrate targeted ideas from alternate perspectives or ideas to provide a frame of reference for the analysis?
- ✓ Present a sophisticated comparison and contrast of the benefits and consequences of production methods?
- ✓ Accurately and completely describe the importance of facility layouts overall?
- ✓ Provide detailed information regarding the impact effect of location and layout for the case study?
- ✓ Thoroughly discuss the role of controls and quality assurance as related to operations control methods?
- ✓ Use the assigned case and other highly relevant real-world examples to support your points?
- ✓ Include at least three scholarly resources, cited and referenced properly in each section?
- ✓ Conclude with a thoughtful summary of the key insights gained and at least three lessons learned from the case analysis?

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- ✓ Use a highly relevant example of how it could impact their work in your conclusion?
- ✓ Demonstrate sophisticated innovative thinking through connection and synthesis in your conclusion?
- ✓ Make sure that your paper is logical, well-written, and of the required length?
- ✓ Spelling, grammar, and punctuation are accurate and follow APA formatting standards?

### **Step FOUR: Submit Your Operations Control Case Study Analysis**

- Your completed files should be submitted through the Final Assessment page of your competency.
- Please note, for files smaller than 10MB (e.g., most Word documents), use the corresponding “+UPLOAD STUDENT FILE” button to upload your Final Assessment documents. For larger files of any type (e.g., voice over PowerPoint files, video presentations), please use the optional TEXT EDITOR to provide a URL where your tutorial faculty can download your file.
- How you create a download URL is up to you, but various free online providers, including Google Drive and Dropbox, offer this service. Please make sure that the URL you provide can be accessed by anyone with the link. For further instructions on how to create public links for uploaded files, consult the support pages for your chosen provider.

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### Scoring Rubric for Final Assessment

<b>Criterion</b>	<b>EMERGING (1)</b>	<b>DEVELOPING (2)</b>	<b>PROFICIENT (3)</b>	<b>EXEMPLARY (4)</b>
Introduction ILO Contradict	Provides a limited description of the case study, citing less than two scholarly references. Weakly integrates some ideas from alternate perspectives or ideas to provide a limited frame of reference.	Provides a rudimentary description of the case study, citing at least two scholarly references. Integrates some ideas from alternate perspectives or ideas to provide a frame of reference.	Provides an adequate description of the case study, citing at least three scholarly references. Integrates appropriate ideas from alternate perspectives or ideas to provide a frame of reference.	Provides a clear, detailed, and thoughtful description of the case study, citing at least three scholarly references. Integrates targeted ideas from alternate perspectives or ideas to provide a frame of reference.
Production Methods ILO Analysis	Presents little or no comparison and contrast of the benefits and consequences of multiple approaches or options in the final product.	Presents partial comparison and contrast of the benefits and consequences of multiple approaches or options in the final product.	Presents adequate comparison and contrast of the benefits and consequences of multiple approaches or options in the final product.	Presents sophisticated comparison and contrast of the benefits and consequences of multiple approaches or options in the final product.
Facility Layouts	Limited discussion of the importance of facility layouts overall; provides little information regarding the impact effect of location and layout for the case study.	Somewhat describes the importance of facility layouts overall; provides some information regarding the impact effect of location and layout for the case study.	Accurately describes the importance of facility layouts overall; provides sufficient information regarding the impact effect of location and layout for the case study.	Accurately and completely describes the importance of facility layouts overall; provides detailed information regarding the impact effect of location and layout for the case study.
Controls and Quality Assurance	Limited discussion of the role of Controls and Quality Assurance as related to operation control methods and uses little of either the	Discusses the role of Controls and Quality Assurance as related to operation control methods and uses the assigned case or other	Adequately discusses the role of Controls and Quality Assurance as related to operation control methods and uses	Thoroughly discusses the role of Controls and Quality Assurance as related to operation control methods and uses the assigned case

	assigned case or other examples to support the points made.	appropriate real-world examples to support the points made.	the assigned case or other appropriate real-world examples to support the points made.	or other highly relevant real world examples to support the points made.
Conclusion ILO Innovation	<p>Concludes with a limited summary of the insights gained and less than two lessons learned from the case analysis. Uses a poor or unrelated example of how it could impact your work.</p> <p>Does not make connections among alternative ideas or solutions through synthesis.</p>	<p>Concludes with a brief summary of insights gained and at least two lessons learned from the case analysis. Uses an example of how it could impact your work.</p> <p>Demonstrates partial innovative thinking, rarely transforming ideas or solutions into an entirely new form through connection and synthesis.</p>	<p>Concludes with a summary of the key insights gained and at least three lessons learned from the case analysis. Uses an appropriate example of how it could impact your work.</p> <p>Demonstrates adequate innovative thinking, sometimes transforming ideas or solutions into an entirely new form through connection and synthesis.</p>	<p>Concludes with a thoughtful summary of the key insights gained and at least three lessons learned from the case analysis. Uses a highly relevant example of how it could impact your work.</p> <p>Demonstrates sophisticated innovative thinking, consistently transforming ideas or solutions into an entirely new form through connection and synthesis</p>
Writing Mechanics	<p>The paper lacks clarity and may be confusing; too long or short. Numerous errors in spelling, grammar and/or punctuation. Limited if any adherence to APA standards.</p> <p>Includes less than two resources for each section, cited and referenced with several errors.</p>	<p>The paper is somewhat logical and well-written; too long or short. Some errors in spelling, grammar and/or punctuation. APA standards are somewhat followed but with numerous errors.</p> <p>Includes at least two scholarly resources for each section, cited and referenced with some errors.</p>	<p>The paper is logical, well-written, and of the required length. There may be one or two minor errors in spelling, grammar and/or punctuation. APA formatting standards are followed with a few minor errors.</p> <p>Includes at least three scholarly resources in each section, cited and referenced properly, for the most part.</p>	<p>The paper is logical, well-written, and the required length. Spelling, grammar and punctuation are accurate. APA formatting standards are followed; citations and references are correct.</p> <p>Includes at least three scholarly resources in each section, cited and referenced properly.</p>