# **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

- o 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 supportyour 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.

# Operations Control Final Assessment: Outline and Rubric Scoring Rubric for Final Assessment

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

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