

Assignment 1

Course Code (Name) : BM301 (Production and Operations Management)

Instructions:

- This assignment need not be submitted but will be taken up for discussion in the class
 - Students who do not complete this assignment will not be allowed to take part in the discussion
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World Class Manufacturing is a buzzword in this era of competition and globalization. It has enabled organizations to achieve *World Class Product Quality at the Most Affordable Cost* to compete in the global markets. There are chiefly seven aspects of world-class manufacturing:

1. Focusing on Competitive Quality
2. Implementing Lean Manufacturing
3. Achieving Cost Efficiency
4. Reducing Time to Market
5. Exceeding Customer Expectations
6. Outsourcing Processes
7. Having a Global Perspective

Try to understand these aspects and how these may be achieved. How is World Class Manufacturing related to (a) an Organization's Competitive Strategy and (b) its Supply Chain?

- ✓ Take a bag with you whenever you go shopping to the market. That way, you avoid bringing polybags which ultimately finds its way to the waste basket. These are not bio-degradable and harm the environment.
 - ✓ Take the print out of this assignment in a paper which is already used on one side. This can help save paper and associated costs. In fact, make it a habit to always use papers to the optimum. Even envelopes just thrown away can be used to do rough work.
 - ✓ Check to see that all electrical appliances are switched off when they are not being used. Switch to CFLs. You can do a lot to save power.
 - ✓ Make it fashionable to be environmentally conscious and aware. You can make a real difference to the only place we have to live called EARTH.
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Responding to Unanswerable Questions

There are a number of standard replies you can use in response to difficult questions while giving presentations. Here's a few, but the bottom line is to be honest and acknowledge that in fact you do not know the answer.

"I don't know the answer, but I can find out for you. If you leave me your address, I will get back to you."

"I need to think about that one. Could we come back to it later? Next question, please!"

"I'm not sure that I know the answer to that one. Perhaps we could discuss it after the session."

"There seems to be no right or wrong answer to that. However, in my opinion ..."

Reference: *Making Presentations* (Tim Hindle)