



BUSINESS MANAGEMENT
 LAP 20.2—Chapter 20.2
 Operations Control
 Quality Management

Name _____
 Period _____
 Date Started _____
 Date Completed _____

DoDEA Standards

- ♦PT2d Apply generally accepted operations, management principles and procedures to the design of an operational plan.
- ♦PT2e Evaluate information critically and completely.
- ♦PT4c Use information accurately and creatively.

Objectives

- ♦ Identify four types of operating costs.
- ♦ Learn how businesses keep track of their inventory.
- ♦ Understand what operations managers mean by the term “quality.”
- ♦ Explain how total quality management can increase the quality of a company’s products.

Resource

Text: Business Management
 Student Workbook and materials for above
 Chapter 20, Operations Control (20.2—Quality Management)

Time Frame

5 hours

Introduction

In Chapter 20, Part 20.2, you will learn what operations managers mean by the term “quality”, the three stops involved in managing quality, and how total quality management can increase the quality of a company’s product.

Assignments

Where appropriate and possible, written answers must be in complete sentences and keyed. Turn in completed activities as directed by instructor.

- _____ Text: Management Careers in Focus (Retail Manager), p. 477. Read and key answers to critical thinking questions.
- _____ Text: Read Section 20.2, pages 476-483, Quality Management. Remember to key answers to the BusinessWeek Management Model critical thinking and decision making on page 480.
- _____ Text: Section 20.2 Assessment, p. 483. Key answers to critical thinking questions and the case analysis.
- _____ Workbook: Complete Chapter 20 Review, pages 299-300 and 305.

_____ Internet Extension (Your Inventory on Inventory) pages 59-60: Reminder: All DoDEA and School Internet Contract Rules apply to all assignments done on the Internet. Complete all questions.

_____ Text: Chapter 20 Assessment, p. 485, Applying Management Principles. Prepare as directed.

_____ Internet Text Activity: BusinessWeek Online, page 485. Complete as directed. Find information and prepare your written customer service policy and 10 strategies. Make sure you reference the article, date, and exact title. (You will not be presenting to the class).

_____ Workbook: Complete Chapter 20 Spread Sheet Application, pages 310-312. Follow directions carefully and fill in your interpretation of your results and conclusions.

_____ Workbook: Chapter 20 Self-Assessment: Using the text, complete self-assessment, pages 306-309.

_____ **See the instructor for the Chapter 20 Test.**

Self Assessment - "I/I can . . . "

_____ Identify four types of operating costs.

_____ Learn how businesses keep track of their inventory.

_____ Understand what operations managers mean by the term "quality."

_____ Explain how total quality management can increase the quality of a company's products.