

TABLE 7.4 Examples of Technology's Impact on Services

| SERVICE INDUSTRY | EXAMPLE |
|--------------------------|---|
| Financial Services | Debit cards, electronic funds transfer, automatic teller machines, Internet stock trading, online banking via cell phone |
| Education | Online newspapers and journals, interactive assignments via WebCT, Blackboard, and smartphones |
| Utilities and government | Automated one-person garbage trucks, optical mail scanners, flood-warning systems, meters that allow homeowners to control energy usage and costs |
| Restaurants and foods | Wireless orders from waiters to the kitchen, robot butchering, transponders on cars that track sales at drive-throughs |
| Communications | Interactive TV, e-books via Kindle |
| Hotels | Electronic check-in/check-out, electronic keylock systems, mobile Web bookings |
| Wholesale/retail trade | Point-of-sale (POS) terminals, e-commerce, electronic communication between store and supplier, bar-coded data, RFID |
| Transportation | Automatic toll booths, satellite-directed navigation systems, Wi-Fi in automobiles |
| Health care | Online patient-monitoring systems, online medical information systems, robotic surgery |
| Airlines | Ticketless travel, scheduling, Internet purchases, boarding passes downloaded as two-dimensional bar codes on smartphones |

activities (processes) that cross from one function or specialty to another may be neglected. Redesign costs aside all notions of how the process is currently being done and focuses on dramatic improvements in cost, time, and customer value. Any process is a candidate for radical redesign. The process can be a factory layout, a purchasing procedure, a new way of processing credit applications, or a new order-fulfillment process.

Shell Lubricants, for example, reinvented its order-fulfillment process by replacing a group of people who handled different parts of an order with one individual who does it all. As a result, Shell has cut the cycle time of turning an order into cash by 75%, reduced operating expenses by 45%, and boosted customer satisfaction 105%—all by introducing a new way of handling orders. Time, cost, and customer satisfaction—the dimension of performance shaped by operations—get major boosts from operational innovation.

Summary

Effective operations managers understand how to use process strategy as a competitive weapon. They select a production process with the necessary quality, flexibility, and cost structure to meet product and volume requirements. They also seek creative ways to combine the low unit cost of high-volume, low-variety manufacturing with the customization available through low-volume, high-variety

facilities. Managers use the techniques of lean production and employee participation to encourage the development of efficient equipment and processes. They design their equipment and processes to have capabilities beyond the tolerance required by their customers, while ensuring the flexibility needed for adjustments in technology, features, and volumes.

Key Terms

Process strategy (p. 282)

Process focus (p. 282)

Modules (p. 283)

Repetitive process (p. 283)

Product focus (p. 284)

Mass customization (p. 284)

Build-to-order (BTO) (p. 285)

Postponement (p. 285)

Crossover chart (p. 286)

Flexibility (p. 288)

Flowchart (p. 289)

Time-function mapping (or process mapping) (p. 289)

Process charts (p. 289)

Value-stream mapping (VSM) (p. 290)

Service Blueprinting (p. 292)

Computer numerical control (CNC) (p. 295)

Additive manufacturing (3D Printing) (p. 295)

Automatic identification system (AIS) (p. 295)

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Flexible manufacturing system (FMS) (p. 297)

Computer-integrated manufacturing (CIM) (p. 297)

Process redesign (p. 298)

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Heizer, Ross L. Fink, Barry Render



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