**Operations Plan**

**Production**

• Materials required include:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Materials were ordered/will be ordered on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

• Materials delivery is expected on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

• Production/service delivery training will be conducted on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

• The following staff will be responsible for conducting training:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Production/service delivery plan will begin on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date) and should be completed in \_\_\_\_\_\_\_\_ sessions.

• \_\_\_\_\_\_\_\_\_\_\_\_\_ production/service delivery teams will be needed. Each team will have \_\_\_\_\_\_\_\_\_ members.

• The production/service delivery process will be broken into the following steps (you will will need to draw a diagram /take photographs to illustrate the process):

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|  |

**Quality**Quality means that a product fulfills its purpose and meets the expectations of the consumer.

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| Consider the following methods of ensuring quality:  - inspecting  - testing - sampling the product  - feedback system (such as customer feedback questionnaire)  - ensure everything is done “right the first time” or minimal wastage  Examples:  How well packaged and presented is your product  Are they defects?  How does the food look and smell ?  Does the product work well?  Do you provide any after-sales service?  What is the reject rates?  What is the level of product returns? |

• Production/service quality will be monitored according to the following plan (draw a diagram to illustrate/take photographs the process).

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**Quality culture**

Business culture means the general attitudes and behaviour among staff within a workplace.

Consider the following questions:

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| What important is culture of quality in your business?  How is the culture of quality established in your business? |