

## **Service Processes and Systems Homework #2**

Assigned: Jan. 23, 2006

Due: Jan. 30, 2006

1. Select a process that you are familiar from your daily life, and create a flow chart for it.
2. Create two flow charts for a service process at Michigan Tech, one from the customer perspective and one from the server's perspective.
3. In class, the tasks/operations associated with tying a shoe were discussed. Using appropriate descriptive language describe the steps needed to tie a shoe,
4. Select a process that you are familiar with and break down the process into a series of tasks. Perform a time study for the process of interest. Be sure to report on the average time required for each task as well as the normal time and standard time.

### **For Graduate Credit:**

Please read the article entitled: "Design, Implementation, and Integration of an Experimental Assembly System Engineering Laboratory Module" by Andres L. Carrano, Michael E. Kuhl, Matthew M. Marshall.

<http://www.rit.edu/~mekeie/carranoetalASEE.pdf>

Prepare a critical review of the paper. What are the positive elements of the paper? What are the technical deficiencies of the paper?