

Final Exam is comprehensive (covers all material in the course)

Review all quizzes.

Review all problem assignments (HW1 through HW6, Exam1, and Exam2).

Sections to study in Chapters and Supplements

Chapter 1

- What is OM

- Differences between goods and services

- Productivity definition and measurement

Chapter 2 - Ten strategic OM decisions

Chapter 3 - All (except last few pages on MS Project software use)

Chapter 4 - All

Chapter 5 – Don't spend time on it

Chapter 6

- Defining quality and Cost of Quality

- Taguchi loss function

- Tools of quality

- Attributes vs. Variables

Supplement 6 - All, except acceptance sampling

Chapter 7

- Four process strategies

- Crossover charts

- Process analysis and design

Supplement 7 - Break-even and NPV

Chapter 9 – Don't spend much time on it.

Chapter 12 - All (except "fixed period" system at end)

Chapter 15 – All

Chapter 16 – Don't spend much time on it. Know what "lean" and JIT are.

Chapter 17 – Serial and parallel reliability

Modules A, B, and D - All