

27.22: Assignment- From Kitchen Baker to Operations Manager

Scenario

Baking dog treats in her kitchen has been a simple process for Wanda to manage. She has two ovens, one sink, a refrigerator, and enough room for two people to work at the same time. However, when Wanda moves her business out of her home, she will have a commercial kitchen that can accommodate as many as six people working simultaneously. She had never thought of her business as “production” until the real estate agent who showed her the space asked how many production workers she needs to accommodate. At that point Wanda realized she would be running a production system. Even worse, she realized that she had never even visited a manufacturing facility or set foot on a real production floor. How will she ever manage this process?

Your Task

Explain the following to Wanda:

- How can she apply principles of operations management to ensure that her business remains successful?
- What decisions does she need to make about how her process will change from making treats in her kitchen?

Grading Rubric

Sample Grading Rubric

Criteria	Not Evident: 0%	Developing: 55%	Proficient: 80%	Distinguished: 100%	Weight
Apply principles of operations management to explain at least one recommended expansion strategy for Salty Pawz.	0 points	11 points	16 points	20 points	20%
Describe process decisions required to expand the biscuit-making process beyond Wanda's kitchen.	0 points	11 points	16 points	20 points	20%
Compare biscuit-making processes (e.g., kitchen versus production system).	0 points	11 points	16 points	20 points	20%
Generate a list of process changes required to transition production from the kitchen to a real production system.	0 points	11 points	16 points	20 points	20%

Criteria	Not Evident: 0%	Developing: 55%	Proficient: 80%	Distinguished: 100%	Weight
Articulation of response (citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas).	0 points	11 points	16 points	20 points	20%

Total points possible: 100.

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