

Module 1 - Background

PRODUCTIVITY AND PROCESS IMPROVEMENT

Required Reading

Chew, W. (Jan.-Feb. 1988). No-nonsense guide to measuring productivity. Harvard Business Review, 3-9.

How the U.S. Dept. of Labor measure productivity (n.d.). U.S. Dept. of Labor, Bureau of Labor Statistics, retrieved from <http://www.bls.gov/bls/productivity.htm>

Keberdle, C. (2008). *Reducing Machine Setup & Changeover Times*. Retrieved from http://www.leansolutionsgroup.com/images/Setup_Reduction_Master.pdf

Lean Enterprise Research Center (2015). What is Lean Thinking? Retrieved from <http://www.leanenterprise.org.uk/what-is-lean-thinking/what-is-lean-thinking-and-key-lean-thinking-principles.html>

OPM500-systems view of OPS-Pt.1 (2011). Retrieved from <http://youtu.be/jLIOyqD9UKQ>

OPM500-systems view of OPS-Pt.2 (2011). Retrieved from <http://youtu.be/ZUn6lB07-yM>

OPM500-systems view of OPS-Pt.3 (2011). Retrieved from <http://youtu.be/mUz4OZlQrKQ>

What is Lean? (n.d.). Lean Enterprise Institute, retrieved from <http://www.lean.org/WhatsLean/>

Optional Reading

Arnst, C. (2010). A Team Effort to Re-Engineer Care at Hospitals, U.S. News & World Report. Washington: Jul 2010. p. 1, retrieved from: <http://health.usnews.com/health-news/best-hospitals/articles/2010/07/26/a-team-effort-to-re-engineer-care-at-hospitals>

Base commanding general signs to initiate continuous process improvement (2011). US Fed News Service, Including US State News. Washington, D.C.: Feb 18, 2011.

Croft, J. (2010). Gulfstream to invest \$500m in R&D, production capacity, Flight International. London: Nov 23-Nov 29, 2010. Vol. 178, Iss. 5267; p. 24,

Frederick Taylor and Scientific Management (n.d.). NetMBA, retrieved from: <http://www.netmba.com/mgmt/scientific/>

Frederick Winslow Taylor (2011). Wikipedia, retrieved from: http://en.wikipedia.org/wiki/Frederick_Winslow_Taylor

Lean Manufacturing (2011). Wikipedia, retrieved from http://en.wikipedia.org/wiki/Lean_manufacturing

Productivity improving technologies_(historical) (2011), retrieved from [http://en.wikipedia.org/wiki/Productivity_improving_technologies_\(historical\)](http://en.wikipedia.org/wiki/Productivity_improving_technologies_(historical)) [http://en.wikipedia.org/wiki/Productivity_improving_technologies_\(historical\)](http://en.wikipedia.org/wiki/Productivity_improving_technologies_(historical)) (This website provides many different examples of improving productivity)

[Productivity slide presentation](#)

Purdue's [Online Writing Library \(OWL\)](#)
(<http://owl.english.purdue.edu/owl/resource/589/1/>)

Torres, C. and Feld, A. (2010). Campbell's Quest for Productivity, Business Week. New York: Nov 29, 2010. p. 1, retrieved from http://www.businessweek.com/magazine/content/10_49/b4206015275454.htm?chan=magazine+channel_news+-+global+economics

Trainer & Associates (n.d.) Case Studies for Process Improvement, retrieved from <http://industrialengineeringconsultingfirm.com/process-improvements/case-studies>

Trident's [Student Guide to Writing a High-Quality Academic Paper](#)

Watson, R. (2010). Freight capacity will tighten, carrier executives predict, Transport Topics. Alexandria: Nov 22, 2010. pp. 3-4