



Module 2b –Managing Product and Service Operations

ASSIGNMENT

After all these readings, I want you to answer the following corresponding questions:

1. As a student, who each day has several questions about education and administrative processes (schedules, rules, and protocols, grade registration, exam registration, information requirement, etc.), how will you assess the delivery of the service of your school in their operation? Cite some ideas to improve and innovate the service.

As a student, the best way to assess the delivery of the service of my school in terms of their operations is to measure and evaluate their performance in several conditions including their responsiveness, accessibility, clarity, and efficiency. First, responsiveness, I will check if my concerns are addressed in a timely manner without delays. Second, accessibility, I will assess if their operations are easy to access and how user-friendly it is when it is conducted on an online platform. Third, clarity, I will reflect on how they explain the procedures and information to me, whether it is understandable or not. And lastly, efficiency, I will assess if they minimize my time to wait, but maximize my understanding of my concern. To improve and innovate their service, I would suggest having a bulletin board containing the frequently asked questions with clear and detailed information, including step-by-step procedures in the form of flowchart. It is also viable to have interactive tutorials so that every student will be able to know the basic procedures to be conducted.

2. What is understanding of this quote, “In the end, all business operations can be reduced to three words: people, product, and profits.”

This quote emphasizes that people, products, and profits are the backbone of operating a business which implies that even if these three are only present, business will still grow and prosper. In particular, people include the employees, customers, and owners that make the operations effective and efficient by continuous demand and work. Product is the goods and services that make a business known to the public as it offers value and assistance to customers. Profit is the financial aspect of a business that makes the operations stable and have continuous access to resources that allow owners to invest in more innovative equipment. Together, they make the business stand on its own without being limited by other factors, assuring that business will have long-term success.

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3. How do you balance quality with efficiency in a high volume production environment?

In order to balance quality with efficiency in a high volume production environment, business owner should assign personnel to double check the produced products to ensure that all goods will be shipped to the customers with good conditions. In that case, it assured that the business will produce a large number of items in a target time while still ensuring that each goods will have high standards. For example, in a bakery setup, baker makes hundreds number of pastries each day that they must serve quickly in a given time period (efficiency), but also assuring that each pastries will still have the same taste and meet the standards (quality). To achieve this, bakery's owner can assign personnel to double check the products in order to save time in redoing the pastries if there is something wrong with the goods. As a result, they can quickly bake pastries without putting the realibilty of the products in the line of doubt.

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