

OPER1160 Supply Chain & Operations Management

Assignment 3: Total Quality Management Tools

Part A Process Mapping	Mark	Comments
<ul style="list-style-type: none"> Title (Step A – Process Mapping) Footer includes student name and page number (.5) 12 font – Calibri (.5) Neatness of diagram (1) Minimum 3 different shapes used, flow shown and cycle times noted (5) Total cycle time calculated (1) Percent VAT calculated (2) 	/10	
Part B Cause-and- Effect Diagram	Mark	Comments
<ul style="list-style-type: none"> Title (Step B – Cause-and-Effect Diagram) Footer includes student name and page number (.5) 12 font – Calibri (.5) Diagram shape correct. Effect needs to be noted. (1) 4 M's and 2 causes for each (8) 	/10	