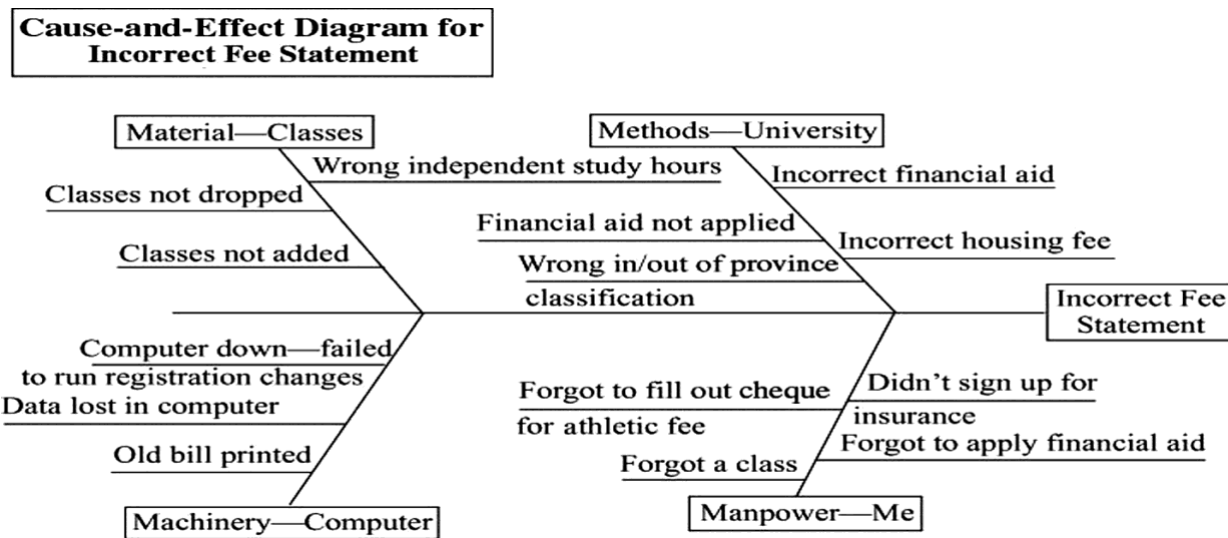


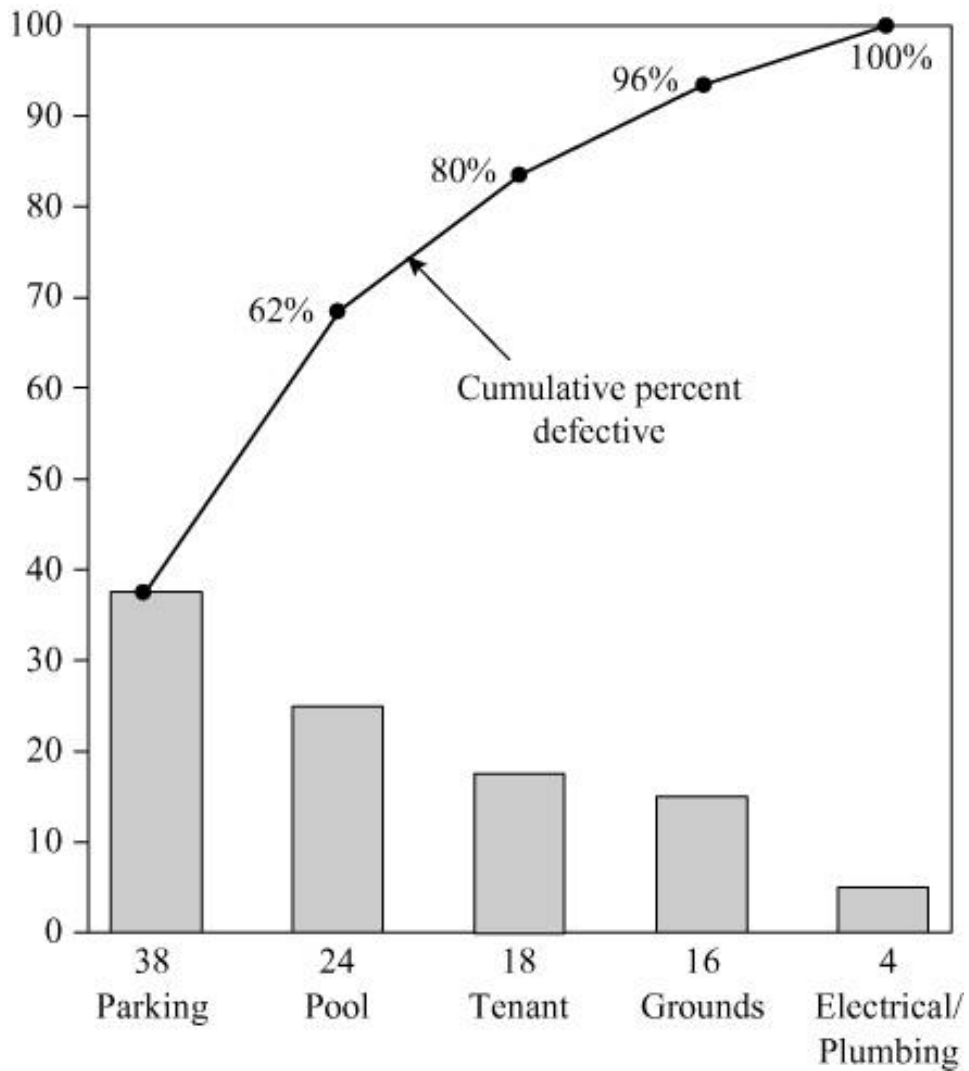
# OPER1160 Supply Chain & Operations Management

## Unit # 4 B Quality Management Tools

**Problem 4.11** A potential chart might look like that shown below. Each student will brainstorm different bones in the chart, depending on the particular experiences and systems of the situation.



Problem 4.12



Recommendation: Start improvement by focusing on the high-frequency items (i.e. parking, pool, etc.)