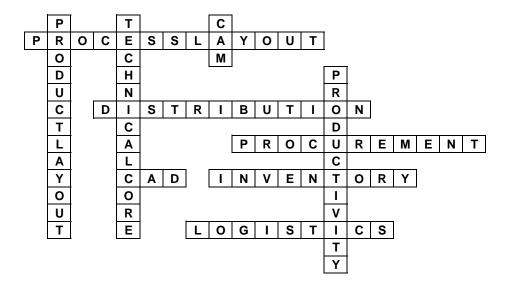
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Chapter 21

- 1. Purchasing supplies, services and raw materials for use in the production process. (11)
- 2. A production technology in which computers perform new-product design. (3)
- 3. A production technology in which computers help guide and control the manufacturing system. (3)
- 4. The goods that the organization keeps on hand for use in the production process up to the point of selling the final products to customers. (9)
- 5. The activities required to physically move materials into the company's operations facility and to move finished products to customers. (9)
- 6. Moving finished products to customers; also called order fulfilment. (12)
- 7. The organization's output of products and services divided by its inputs. (12)
- 8. A facilities layout in which machines and tasks are arranged according to the sequence of steps in the production of a single product. (7,6)
- 9. The heart of the organization's production of its product or service. (9,4)
- 10. A facilities layout in which machines that perform the same function are grouped together in one location. (7,6)