



## 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)