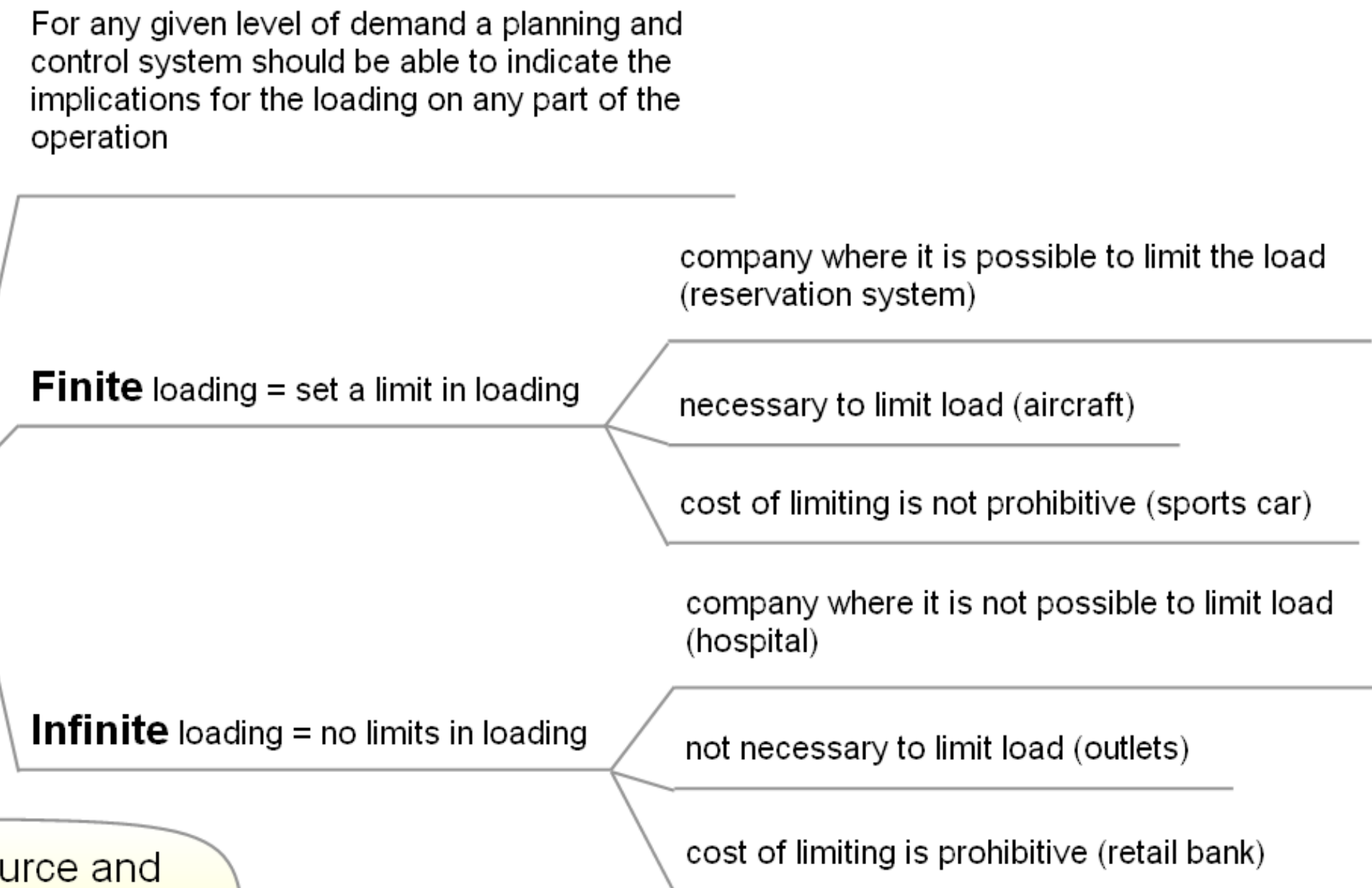


**2 Sequencing**

- Customer priority
- Due date
- Last in first out (**LIFO**)      Unload an elevator
- First in first out (**FIFO**)      Queues
- Longest operation time first (**LOT**)
- Shortest operation time first (**SOT**)

**1 Loading**

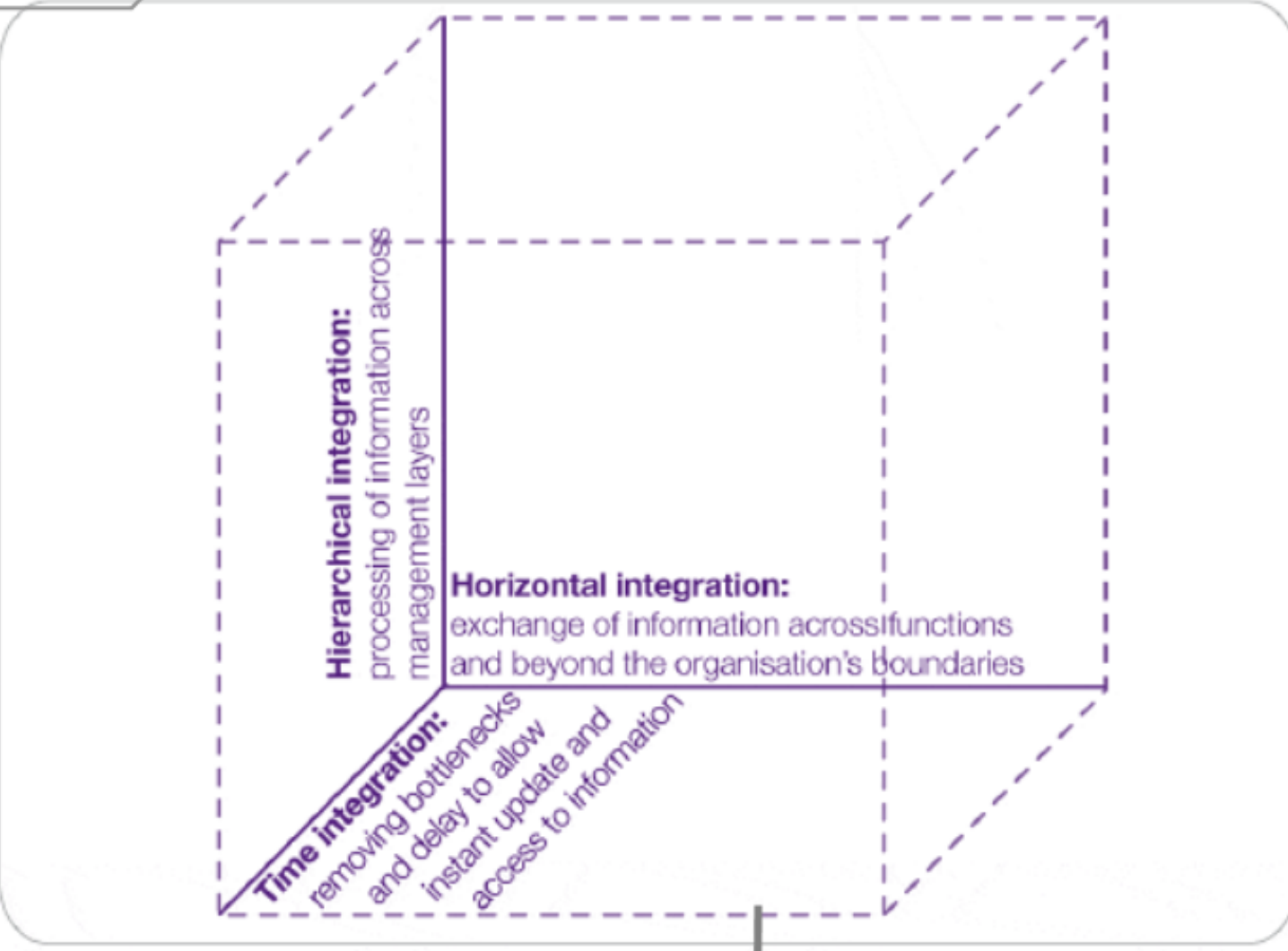


Ongoing allocation of resource and activities to ensure that the operation's processes are both efficient and reflect customer demand for products and services.

Customer and Supplier interface determines "experience"

Expectation and Delivery gap

Core mechanics of **planning & control**



**Resource planning**  
Slack et al (2009)

**ERP**  
Electronic Resource planning

Derives from **MRP** - Material resources planning

Only effective if the way business organizes its processes is aligned with the underlying assumption of its ERP system

Integrates planning & control information from all parts of organization



Advantages

- Visibility of whats happening
- Improved control of operations for continuous improvement
- More sophisticated communication with the customer, supplier and other business partner giving better information
- Integrating whole supply chains
- maximises throughput of information
- minimizing response time to customer & supplier
- delivers information for decision makers



Disadvantages

- Complexity
- Expensive (especially ecosystem)
- Processes must be aligned beforehand

**Enterprise software**

