

Assignments

1 Envisage going to the emergency unit of your local hospital with a suspected broken wrist. List the key steps in the delivery system in which you would be involved. What type of system is used at each step?

2 Select a company (other than the examples provided in the chapter) to illustrate a:

non-repeat business

repeat business – low volume

repeat business – high volume.

For each, outline the service delivery used.