

CASE MATRIX

Case title	Chapter	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
		Managing Operations	Operations Strategy	Managing People	Designing and Developing Services and Products	Designing Services Delivery Systems	Designing Manufacturing Processes	Location and Layout	Managing Capacity	Technology Developments and Execution	Managing Quality	Managing Inventory	Managing the Supply Chain	System Reliability and Maintenance	Time and Productivity	Improving Operations	
Ash Electrics						○				●							
Berwick Carpets					●	●	○	●				○			●		○
British Airways		●		○				●									
Caltrex Engineering (A)						○	○				●						
Caltrex Engineering (B)					○	○					●						
Fabritex						○	○			●							
Future Investments Group					●	○			●				○				○
Georgian Frames										●							
Ghent Fireworks								●		●		○			○		○
Holmgren Engineering				●							●						●
Hunting Swift																	
The Ipswich Hospital NHS Trust				●													●
Lloyds TSB		○															
McDonald's Corporation		●			●												●
Northmore Finance Direct						○			●								●
Platt Green Electronics						○			●								●
Pret A Manger				●													
Redman Company										●							
Richmond Plastics							○			●							
Riviona Bank		○			●				○								
Selfridges					●												
Southwest Airlines				●	●				○								●
Spencer Thomson						○											
Tile Products							●										●
Too Short the Day		●															
The Turn of the Unfriendly Card		●			●												
Weavers Homeopathic Products		●				●			●								●
What They Teach You at Disney U		●			●												
Wilson Pharmaceuticals																	
Yuppie Products																	○
Zara							●										●

Notes 1 ● ○ Indicates the relevance to that particular chapter, the darkest being most relevant.

2 ■ Indicates case studies from the service sector.