

Ashford University | BUS633 WEEK FOUR | DISCUSSION ONE

Welcome to week four and the operations management portion of Business 633. You are in a fantastic point in history that's reliant on technology. You fill in the gaps in severe labor shortage. Not only is this shortage being felt in the United States but worldwide, as well.

In discussion one, you will find some examples of automation in today's service industry. As with everything in operations, there are pros and cons that need to be considered. You will take that further by describing where self-service and technology help create an environment in which a customer's needs are met. Using your critical thinking skills, provide examples of how such a system can cause a defect, a mistake, a service upset. When possible, select a different example than your peers.

For the text, you'll be utilizing CengageNOW, a powerful course management online homework tool that provides robust control and customization to optimize their learning experience and meet desired outcomes. The readings are specific to the topics of each week, that targets key areas by providing you with a variety of learning activities, such as e-book readings, mini lecture videos, and tutorials.

There are knowledge checks to help address any gaps in your understanding before moving on to the next topic. Those that have high points are assigned and identified. Sit back and get comfortable for some great reading. Be sure to drop me a note if you have any issues or questions along the way.