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CASE
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Mandexor Memory

Case Study
2000

Nigel Slack

In November 1999, Mat Frankel was promoted to the post of Operations Manager of the company's European Disk Drive Division, located just outside Dublin. An American, he had been given the job for two reasons. First, the parent company in the USA was concerned at the poor record of the Dublin plant in terms of meeting production targets which, it was felt, he could improve. Second, the whole of the European operation was about to reorganise. The reorganisation would take away each division's sales and marketing function and centralise them into a Marketing Division. It was hoped that this new division would rationalise distribution, reduce overall stock investment and improve the quality of sales forecasts. Each manufacturing division would then sell to the sales division at cost, plus a small percentage. The Marketing Division would take responsibility for all finished goods stocks. This form of organisation had been used by the US company for some years and it particularly wanted an American Operations Manager during the changeover period.

Previously, Mat had been the Production Controller of an equivalent plant in the USA. His experiences there had developed his ideas on how operations should be run. At his first management meeting in December 1999 he addressed his new team.

'The main problem with running a plant like this, especially in the computer business, is that there is such a lot that we don't know. Of course, we never know what sales are going to be. Sure, we have forecasts, but I suspect that our forecasters do little more than guess. And who can blame them? With so much technical innovation, who knows what lies around the corner? But it is not only external unknowns that are the problem. We are not even sure of the true cost of our actions. For example, what is the real cost of holding inventory? A million dollars worth of inventory can halve in value overnight if the technology changes. At other times, its value can actually increase if there is a shortage in the market. Nor do we have any real idea of the true cost of lost sales if we run out of inventory, or the cost to our reputation if we fail to meet delivery dates.

'I know what you might say. "How can we find out true costs when we are continually changing schedules because the forecasts are changing?" Well, while I have some sympathy with that, we cannot always blame other people. I know better forecasts would help us significantly, but we must also put more effort into both planning to cope with inaccurate forecasts and being able to respond flexibly when we need to. Also, what is the use of complaining when it is the very nature of management to cope with some fundamental tensions? Different parts of the business have always wanted different things. The finance people are concerned with minimising inventory levels so that they can cut our levels of working capital. Marketing are only concerned with having

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L Darling-Hammond



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Table of Contents Mandexor Memory Case Study Answers

1. Understanding the eBook Mandexor Memory Case Study Answers
 - The Rise of Digital Reading Mandexor Memory Case Study Answers
 - Advantages of eBooks Over Traditional Books
2. Identifying Mandexor Memory Case Study Answers
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Mandexor Memory Case Study Answers
 - User-Friendly Interface
4. Exploring eBook Recommendations from Mandexor Memory Case Study Answers
 - Personalized Recommendations
 - Mandexor Memory Case Study Answers User Reviews and Ratings

- Mandexor Memory Case Study Answers and Bestseller Lists
- 5. Accessing Mandexor Memory Case Study Answers Free and Paid eBooks
 - Mandexor Memory Case Study Answers Public Domain eBooks
 - Mandexor Memory Case Study Answers eBook Subscription Services
 - Mandexor Memory Case Study Answers Budget-Friendly Options
- 6. Navigating Mandexor Memory Case Study Answers eBook Formats
 - ePub, PDF, MOBI, and More
 - Mandexor Memory Case Study Answers Compatibility with Devices
 - Mandexor Memory Case Study Answers Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Mandexor Memory Case Study Answers
 - Highlighting and Note-Taking Mandexor Memory Case Study Answers
 - Interactive Elements Mandexor Memory Case Study Answers
- 8. Staying Engaged with Mandexor Memory Case Study Answers
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Mandexor Memory Case Study Answers
- 9. Balancing eBooks and Physical Books Mandexor Memory Case Study Answers
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Mandexor Memory Case Study Answers
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Mandexor Memory Case Study Answers
 - Setting Reading Goals Mandexor Memory Case Study Answers
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Mandexor Memory Case Study Answers
 - Fact-Checking eBook Content of Mandexor Memory Case Study Answers
 - Distinguishing Credible Sources

-
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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