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## Chapter 2 Problem-Solving Tools

### Questions

1. What does the operation process chart show?  
The operation process chart shows the chronological sequence of all operations and inspections with the operation and inspection times included.
2. What symbols are used in constructing the operation process chart?  
A small 1/8 inch diameter circle denotes an operation and a small square an inspection.
3. How does the operation process chart show material's introduced into the general flow?  
Materials are introduced through horizontal lines, feeding into the vertical flow lines.
4. How does the flow process chart differ from the operation process chart?  
The flow chart contains more detail than the operation process chart. In addition to operations and inspections, it includes transportation, storage, delays, and fixtures and distance involved.
5. What is the principal purpose of the flow process chart?  
Its principal purpose is to maximize total savings (both direct and indirect costs) of a product or system by the elimination of delays, storage, unnecessary transport, or excessive transport distances during the production or service process.
6. What symbols are used in constructing the flow process chart?  
A small circle is used for an operation, a square for an inspection, a triangle standing on its vertex for a storage, a D for a delay, and an arrow for a transportation.
7. Why is it necessary to construct process charts from direct observation as opposed to information obtained from the foreman?  
Information from the supervisor frequently is not accurate and may be biased. More reliable information is obtained by personal observation and measurement.
8. In the construction of the flow process chart, what method can be used to estimate distances moved?  
Distances can be estimated by counting columns that the product moves past and then multiplying the distance between columns by the number of columns times one.
9. How can delay times be determined in the construction of the flow process chart? Storage times?  
Delay times can be determined by marking several parts with chalk, recording the exact time they

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