1. Work Design and Measurement

Work Design and Measurement covers the tools and techniques used to establish the time for an average worker to carry out a specified task at a defined level of performance in a defined work setting. The analysis associated with Work Design and Measurement focuses on creating a standardized work environment that maximizes worker satisfaction and creates the best possible value for the enterprise and its customers.

1.1. Uses of Standards
   1.1.1. Uses of standards and methods for setting standards
   1.1.2. The role of standards as management information
   1.1.3. Use of production studies
   1.1.4. Reduce product cost using standards

1.2. Time and Motion Study
   1.2.1. Number of necessary observations
   1.2.2. Time study elements
      1.2.2.1. Continuous
      1.2.2.2. Snapback
   1.2.3. Performance rating
   1.2.4. Allowances
   1.2.5. Standard time
   1.2.6. Production rates
   1.2.7. Efficiency and utilization

1.3. Predetermined Time Systems
   1.3.1. MTM variations
   1.3.2. MOST
   1.3.3. Creating standard data

1.4. Work Sampling
   1.4.1. Theory of sampling
   1.4.2. Number of observations and frequency
   1.4.3. Use of control charts in work sampling

1.5. Learning Curve

1.6. Line Balancing

1.7. Service Applications

1.8. Use with Labor and Unions

1.9. Workstation Design
1.10. Worker Capacity Analysis
   1.10.1. Left hand-right hand
   1.10.2. Multiple activity
   1.10.3. Work distribution chart

1.11. Analysis Tools
   1.11.1. Operations process charts
   1.11.2. Flow process charts
   1.11.3. Worker and machine process charts
   1.11.4. Job standard sheets
   1.11.5. Labor variance reporting

1.12. Job Analysis
   1.12.1. Job descriptions
   1.12.2. Job evaluation

1.13. Wage Surveys

REFERENCES: