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Proposals for Improvement of a Company Based on the Application of the Planning and Control of Operations About Inventory and Customer Satisfaction: A Case Study in a Mexican Firm

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Abstract: This project has the objective to expose proposals for improvement of the Company “A” which is responsible of the merchandising and distribution of disposable plastic products for food uses like: plates, cups, spoons, forks, etc. and all of this may be shown based on what was seen on the Planning and Control of Operations course. The methods used in this project were: the BOM, Theory of tails, Moving Average and Weighted Moving Average, Regression Method and 5's. With all the methods we found areas of opportunity in the company: with the 5's: to take away all the things that are not necessary; with the queuing theory: add another employee; the adjustment in the inventory system; and to avoid the problem with the database in the company were an implementation of barcode as technical input data using a barcode reader. As results with all the improvements that the company would have a profit of \$3,833.38. This may seem at first glance a very low amount as profit. However, we are in a small company where these amounts are significant. Moreover, these improvements can be implemented, as far as possible, in every local of the company so the company's profits could increase.

Keywords: Improvement, Inventory, Profit