



QSO 600 Module One Journal Guidelines and Rubric

Overview: This journal activity will allow you to demonstrate your understanding of operation manufacturing and operation of services, and think about your selection of an organization in Module Three. As you think about which organization you would like to use for your final project, consider choosing one that is relevant to your working career and/or is meaningful to you. This organization may be in the nonprofit, service, or manufacturing industry.

Prompt: Create a journal entry that compares and contrasts operation manufacturing and operation of services. For additional context about operation manufacturing and operation of services, review the article [Commonalities and Differences Between Service and Manufacturing Supply Chains: Combining Operation Management Studies With Supply Chain Management](#).

The following **critical elements** must be addressed:

- I. Compare and contrast operation manufacturing and operation of services with regard to **customer involvement**.
- II. Compare and contrast operation manufacturing and operation of services with regard to **production and consumption**.
- III. Compare and contrast operation manufacturing and operation of services with regard to **supplier relation to the supply chain**.
- IV. Compare and contrast operation manufacturing and operation of services with regard to **delivery of products and services**.

Guidelines for Submission: Submit assignment as a Word document with double spacing, 12-point Times New Roman font, and one-inch margins. All sources in your 2- to 3-paragraph journal entry should be cited in APA format. Journals are private between the student and the instructor.

Critical Elements	Exemplary (100%)	Proficient (90%)	Needs Improvement (70%)	Not Evident (0%)	Value
Customer Involvement	Meets “Proficient” criteria and is illustrated with scholarly or workplace examples	Compares and contrasts operation manufacturing and operation of services with regard to customer involvement	Compares and contrasts operation manufacturing and operation of services with regard to customer involvement, but submission lacks information and/or provides inaccurate information	Does not compare and contrast operation manufacturing and operation of services with regard to customer involvement	30
Production and Consumption	Meets “Proficient” criteria and is illustrated with scholarly or workplace examples	Compares and contrasts operation manufacturing and operation of services with regard to production and consumption	Compares and contrasts operation manufacturing and operation of services with regard to production and consumption, but submission lacks information and/or provides inaccurate information	Does not compare and contrast operation manufacturing and operation of services with regard to production and consumption	20

Supplier Relation to the Supply Chain	Meets “Proficient” criteria and is illustrated with scholarly or workplace examples	Compares and contrasts operation manufacturing and operation of services with regard to supplier relation to the supply chain	Compares and contrasts operation manufacturing and operation of services with regard to supplier relation to the supply chain, but submission lacks information and/or provides inaccurate information	Does not compare and contrast operation manufacturing and operation of services with regard to supplier relation to the supply chain	20
Delivery of Products and Services	Meets “Proficient” criteria and is illustrated with scholarly or workplace examples	Compares and contrasts operation manufacturing and operation of services with regard to delivery of products and services	Compares and contrasts operation manufacturing and operation of services with regard to delivery of products and services, but submission lacks information and/or provides inaccurate information	Does not compare and contrast operation manufacturing and operation of services with regard to delivery of products and services	20
Articulation of Response	Submission is free of errors related to citations, grammar, spelling, syntax, and organization and is presented in a professional and easy-to-read format	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	10
Total					100%