

Products

Special (that is, will not be repeated) products. Examples include the design and installation of a control system, purpose-built piece of equipment, handmade, built-in furniture and hand-crafted shoes and clothing

Process

One person or a small group of skilled people do everything, including interpreting the product specification, clarifying issues with the customer and ensuring that what is delivered meets the specification

SOURCE: Hill, T. (2005) *Operations Management*, 2nd edn, Basingstoke, Palgrave Macmillan

EXHIBIT 5.3 Jobbing: key characteristics