**Lucy Experiences Problems on the Assembly Line**

**Operations, production, assembly line, inputs, outputs**

Description: In this famous I Love Lucy clip, Lucy and Ethel struggle to wrap candies as they come down the assembly line. This amusing clip demonstrates the problems that can occur without effective operations management. After being told they cannot let one candy get through without being wrapped, they eventually start eating the candies and hiding them in their hats.

Please share your thoughts on the following issues as you watch the *I Love Lucy* clip and see how Lucy and Ethel struggle to wrap candies as they come down the assembly line. This amusing clip demonstrates the problems that can occur without effective operations management.

*Use with:* <https://www.youtube.com/watch?v=NkQ58I53mjk>

1. What are the inputs in this process? What are the outputs?
2. What type of facility layout are Lucy and Ethel working in? Fixed-position, process, or product?
3. What lapses do you see in the candy facility’s quality control?
4. What standards is the manager using to determine productivity? Are these standards flawed?
5. Suggest some methods that could be used to improve Lucy and Ethel’s productivity.