

Medium-Term Capacity Planning in Servuccion Systems: Case Study specialized Outpatient Medical Services

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Abstract

One of the great problems faced by organizations worldwide is how to guarantee sufficient production capacity to be able to respond efficiently, effectively and effectively to the demands of the different social interest groups that benefit from the supply of goods and / or services manufactured by them. Understood capacity as the rate of production that is expected to be achieved and defined this variable with the main responsible for organizations remaining in force within the productive context, since what is not produced is not sold.

Taking into account the above, it is necessary to operationalize in organizations, methodologies that allow in the long, medium and short term to define in advance the behavior of production capacity and thus prepare organizations to face the high levels of variability faced by companies in terms of market behavior.

Thus, in the present work we develop a process of planning the capacity of servuccion in the medium term in an organization of specialized medical services (Outpatient Consultation), based on the aggregate planning of production and operations, also known as sales and operations planning, in which from the development and / or analysis of pure and combined strategies supported in heuristic techniques developed, it is intended to help organizations with similar characteristics, within the economic context where they operate, have sufficient resources, capable of responding to such demands at the lowest possible cost.

Keywords

Servuccion, Outpatient Consultation, Servuccion Capacity, Aggregate Planning

Biographies

Hernando Garzón Saenz, is Food Engineer from the University of San Buenaventura, Specialist in Production Management and Quality from the Technological University of Bolívar and Master in Business Administration with specialization in Integrated Management of Quality, Safety and Environment of the University from Viña del Mar Chile, candidate for a PhD in Engineering with a minor in Industrial Engineering from the National University Lomas de Zamora (Buenos Aires - Argentina). Certified in Certified Quality Improvement Associate - CQIA granted by the ASQ - CQIA granted by the ASQ. He is a Research Professor at the Comfenalco - Cartagena Technological University Foundation, for the programs of Industrial Engineering, Technology in Industrial Production; developing the subjects Administration of production and Operations, Modern Operations Management, Production I and Production II. His industrial experience covers companies in the Port Logistics, Food Processing and Manufacturing, Hotels and Catering and Health sectors, mainly as an external consultant and consultant on issues related to the management and optimization of the productive chain of goods and services and strengthening the business fabric; using tools such as BPM, HACCP, Planning, Programming and Control of Production, Lean Manufacturing, Six Sigma, Theory of restrictions among others.

José Manuel Solana Garzón, He is an Industrial Engineer, Specialist in Production and Quality Management and PhD student in Engineering mention in Industrial Engineering with experience in administration and process improvement in the industrial and service sector. He has excelled in the standardization of processes with a view to the automation of business systems through ERP-type applications. He also has experience in the organization of processes with a view to compliance with international norms and standards in Quality Management Systems and Physical Safety. He has developed chairs focused on Operations Research and Quantitative Methods for Higher Education. The research it is carrying out is focused on Operations Management and Operations Research in productive and service contexts. He currently serves as Director of the Industrial Engineering and Technology in Industrial Production programs at the Fundacion Universitaria Tecnológico Comfenalco Cartagena, where he has participated in the redesign of the Industrial Engineering program and in the Process of Accreditation and Reaccreditation in High Quality of the Technology in Industrial Production program.

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