Read Chp. 8, pp. 575-594.

**Corning Z-Glass Case Study Discussion Questions:**

1. What are the difficulties at Harrisburg? Can you pinpoint the source(s)?

2. Manufacturing has components that are ‘art’ and components that are ‘science.’ Do you agree with this statement? How does it affect the way you go about problem solving in industry?

3. In light of this, do you think Davidson was on the right track? Is MacTavish? Why or why not?

4. Characterize the primary conflict in this case. What are the top two or three causes of this conflict?

5. This course is providing you tools for making systematic long-term changes in the way your company designs products and processes. Is this the only set of tools you will need to tackle your company's problems? What does this case teach you to be careful about in your proposed solutions?