

TEST BANK



MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) One of the five basic performance objectives is speed. Speed has a number of effects on the internal operation. It: 1) _____
A) Increases inventories and increases risk B) Reduces inventories and increases risk
C) Reduces inventories and reduces risk D) Increases inventories and reduces risk
- 2) An operation that relies on repeat business will seek to primarily focus on which of the performance objectives? 2) _____
A) Quality B) Dependability C) Flexibility D) Speed
- 3) Slack defines the Five Performance Objectives for Operations as: 3) _____
A) Transformation / quality / speed / dependability / flexibility
B) Cost / throughput / flexibility / cost / speed
C) Quality / speed / dependability / accessibility / cost
D) Improvement / quality / flexibility / reliability / cost
E) Quality / speed / dependability / flexibility / cost
- 4) The major stakeholders of the organisation, who must be satisfied by the operations function are: 4) _____
A) Shareholders and society at large B) Customers and suppliers
C) The company's employees D) All of the above
- 5) A company which specialises in high variety and the frequent introduction of new products/services would seek to primarily focus on which of the performance objectives? 5) _____
A) Quality B) Flexibility C) Speed D) Cost
- 6) Quality means different things to different operations. Please match the most appropriate organisation to this standard: Customers are consulted and kept informed. 6) _____
A) Automobile plant B) Supermarket
C) Bus company D) Hospital
- 7) Quality means different things to different operations. Please match the most appropriate organisation to this standard: The product is reliable. 7) _____
A) Bus company B) Supermarket
C) Hospital D) Automobile plant
- 8) Quality means different things to different operations. Please match the most appropriate organisation to this standard: The timetable is accurate. 8) _____
A) Automobile plant B) Hospital
C) Supermarket D) Bus company
- 9) Which operation least needs staff who are courteous, friendly and helpful? 9) _____
A) Automobile plant B) Hospital
C) Bus company D) Supermarket
- 10) Whether for a hospital, automobile plant, bus company or supermarket, speed could mean keeping to a minimum the time between customers requesting a service or product and their receiving it. 10) _____
A) True B) False
- 11) Dependability means different things to different operations. Please match the most appropriate organisation to this standard: Predictability of opening hours. 11) _____

- A) Supermarket
- C) Bus company

- B) Hospital
- D) Automobile Plant

- 12) Dependability means different things to different operations. Please match the most appropriate organisation to this standard: Keeping to the published timetable. 12) _____
- A) Bus company
 - C) Supermarket
 - B) Automobile Plant
 - D) Hospital
- 13) Dependability means different things to different operations. Please match the most appropriate organisation to this standard: Test results returned on schedule. 13) _____
- A) Bus company
 - C) Automobile Plant
 - B) Supermarket
 - D) Hospital
- 14) Dependability means different things to different operations. Please match the most appropriate organisation to this standard: Delivering vehicles to dealers on time. 14) _____
- A) Bus company
 - C) Hospital
 - B) Supermarket
 - D) Automobile Plant
- 15) All operations aim to be completely flexible in responding to customer demand. 15) _____
- A) True
 - B) False
- 16) Which stakeholder group is likely to best match this broad strategic objective: Increase employment, produce sustainable products and ensure clean environment. 16) _____
- A) Suppliers
 - B) Shareholders
 - C) Customers
 - D) Employees
 - E) Society
- 17) Which stakeholder group is likely to best match this broad strategic objective: Economic value from investment and ethical value from investment. 17) _____
- A) Shareholders
 - B) Society
 - C) Customers
 - D) Employees
 - E) Suppliers
- 18) Which stakeholder group is likely to best match this broad strategic objective: Good working conditions and personal development. 18) _____
- A) Suppliers
 - B) Customers
 - C) Society
 - D) Shareholders
 - E) Employees
- 19) Which stakeholder group is likely to best match this broad strategic objective: Continue business and provide transparent information. 19) _____
- A) Customers
 - B) Suppliers
 - C) Employees
 - D) Shareholders
 - E) Society

- 20) Which stakeholder group is likely to best match this broad strategic objective: Consistent quality and flexibility. 20) _____
A) Society
B) Customers
C) Suppliers
D) Employees
E) Shareholders
- 21) For a bus company, quality operations do not include: 21) _____
A) Quiet and fume-free buses
B) Clean and tidy buses
C) Accurate and user-friendly timetable
D) Higher prices than rival transport services
- 22) Speed reduces risks. 22) _____
A) True
B) False
- 23) What name is given to the people and groups of people who have an interest in the operation and who may influence its activities? 23) _____
A) Key account B) Stakeholders C) Partners D) Key customers
- 24) The idea that improvement in one aspect of operations performance comes at the expense of deterioration in another aspect of performance is called: 24) _____
A) Trade-off theory B) Theory of the firm
C) Limited resource theory D) Theory of constraints
- 25) What name is given to factors such as delivery time, product or service specification, and price, which define customers' requirements? 25) _____
A) Demand factors B) Competitive factors
C) Customer factors D) Direct factors
- 26) From focused to general, which of the following strategy orders is correct? 26) _____
A) Operational, business, global B) Business, functional, corporate
C) Business, corporate, global D) Functional, business, corporate
- 27) What is the name of a type of relationship in supply chains that encourage relatively enduring cooperative agreements for joint accomplishment of business goals? 27) _____
A) Partnerships B) Goal oriented agreements
C) Focused supply D) Market-driven supply
- 28) Which of the following is NOT an example of an internal stakeholder? 28) _____
A) Suppliers to the organisation B) Employees
C) Managers D) Directors
- 29) In some cases a 'shareholder' may also be the main customer. 29) _____
A) True B) False
- 30) Which of the following is least likely to be an issue for employee stakeholders? 30) _____
A) Economic value from investment B) Good working conditions
C) Fair pay D) All of the above

- 42) The operations ability to produce a wide range of products and services is called: 42) _____
A) Mix flexibility B) Volume flexibility
C) Product/Service flexibility D) Delivery flexibility
- 43) The operations ability to change timing of the delivery of its services or products is called: 43) _____
A) Mix flexibility B) Delivery flexibility
C) Volume flexibility D) Product/Service flexibility
- 44) When applied to operations performance, what term can be used interchangeably with 'dependability'? 44) _____
A) Reliability B) Quality C) Assurance D) Speed

- 1) C
- 2) B
- 3) E
- 4) D
- 5) B
- 6) D
- 7) D
- 8) D
- 9) A
- 10) A
- 11) A
- 12) A
- 13) D
- 14) D
- 15) B
- 16) E
- 17) A
- 18) E
- 19) B
- 20) B
- 21) D
- 22) A
- 23) B
- 24) A
- 25) B
- 26) D
- 27) A
- 28) A
- 29) A
- 30) A
- 31) D
- 32) B
- 33) A
- 34) C
- 35) C
- 36) B
- 37) C
- 38) B
- 39) D
- 40) B
- 41) D
- 42) A
- 43) B
- 44) A