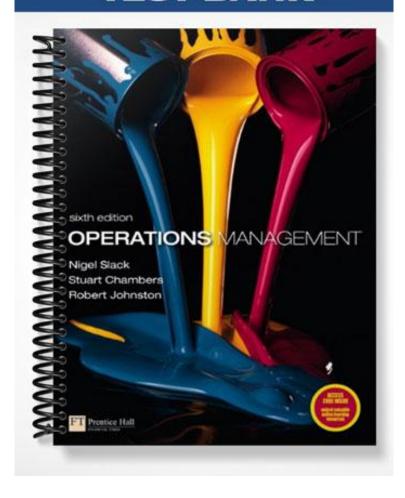
TEST BANK



TIPLE CHOICE. Choose	the one alternative that be	st completes the stateme	ent or answers the quest	ion.
1) One of the five basic pointernal operation. It:	erformance objectives is spe	ed. Speed has a number	of effects on the	1)
A) Increases invento	ories and increases risk	B) Reduces inventor	ies and increases risk	
C) Reduces inventor	ries and reduces risk	D) Increases inventor	ries and reduces risk	
2) An operation that relie	es on repeat business will se	ek to primarily focus on	which of the	2)
performance objectives	s?			
A) Quality	B) Dependability	C) Flexibility	D) Speed	
3) Slack defines the Five	Performance Objectives for	Operations as:		3)
A) Transformation /	quality / speed / dependab	ility / flexibility		
B) Cost / throughpu	t / flexibility / cost / speed			
C) Quality / speed /	dependability / accessibility	// cost		
D) Improvement / q	uality / flexibility / reliabilit	y / cost		
E) Quality / speed /	dependability / flexibility /	cost		
4) The major stakeholder	s of the organisation, who r	nust be satisfied by the o	operations function are:	4)
A) Shareholders and	l society at large	B) Customers and su	ıppliers	
C) The company's en	mployees	D) All of the above		
5) A company which spe	cialises in high variety and	the frequent introductio	n of new	5)
products/services wou	ld seek to primarily focus o	n which of the performa	ance objectives?	
A) Quality	B) Flexibility	C) Speed	D) Cost	
6) Quality means differer	nt things to different operat	ions. Please match the m	ost appropriate	6)
organisation to this sta	andard: Customers are cons	ulted and kept informed	l.	
A) Automobile plan	t	B) Supermarket		
C) Bus company		D) Hospital		
7) Quality means differer	nt things to different operat	ions. Please match the m	ost appropriate	7)
organisation to this sta	ındard: The product is relial	ole.		
A) Bus company	-	B) Supermarket		
C) Hospital		D) Automobile plant		
8) Quality means differer	nt things to different operat	ions. Please match the m	ost appropriate	8)
organisation to this sta	andard: The timetable is acc	urate.		
A) Automobile plan	t	B) Hospital		
C) Supermarket		D) Bus company		
9) Which operation least	needs staff who are courted	us, friendly and helpful	?	9)
A) Automobile plan	t	B) Hospital		
C) Bus company		D) Supermarket		
10) Whether for a hospital	, automobile plant, bus com	pany or supermarket, s	peed could mean	10)
keeping to a minimum	the time between custome	rs requesting a service o	r product and their	
receiving it.		-		
A) True		B) False		
-	different things to different andard: Predictability of ope	-	n the most appropriate	11)

A) Supermarket	B) Hospital	
C) Bus company	D) Automobile Plant	
12) Dependability means different things to differe organisation to this standard: Keeping to the pro-		12)
A) Bus company	B) Automobile Plant	
C) Supermarket	D) Hospital	
13) Dependability means different things to differe		13)
organisation to this standard: Test results return A) Bus company	B) Supermarket	
C) Automobile Plant	D) Hospital	
14) Dependability means different things to differe organisation to this standard: Delivering vehicles		14)
A) Bus company	B) Supermarket	
C) Hospital	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 A) Suppliers B) Shareholders C) Customers D) Employees E) Society	d ensure clean environment.	
 17) Which stakeholder group is likely to best match from investment and ethical value from investr A) Shareholders B) Society C) Customers D) Employees E) Suppliers 	· ·	17)
 18) Which stakeholder group is likely to best match conditions and personal development. A) Suppliers B) Customers C) Society D) Shareholders E) Employees 	n this broad strategic objective: Good working	18)
 19) Which stakeholder group is likely to best match and provide transparent information. A) Customers B) Suppliers C) Employees D) Shareholders E) Society 	n this broad strategic objective: Continue business	19)

20) V	Which stakeholder group	o is likely to best match t	this broad strategic obje	ctive: Consistent quality	20)
a	and flexibility.	•			
	A) Society				
	B) Customers				
	C) Suppliers				
	D) Employees				
	E) Shareholders				
21) I	For a bus company, quali	ity operations do not inc	clude:		21)
ŕ	A) Quiet and fume-free	-			,
	B) Clean and tidy buse				
	C) Accurate and user-f				
	D) Higher prices than i	•			
	D) Trigher prices than i	iivai tialispoit services			
22) 5	Speed reduces risks.				22)
	A) True		B) False		
	What name is given to the		people who have an inte	erest in the operation	23)
a	and who may influence if		C) D	D) 16	
	A) Key account	B) Stakeholders	C) Partners	D) Key customers	
24\ 7	Γhe idea that improveme	ent in one aspect of aper	ations portormanse com	as at the expense of	24)
	deterioration in another a		-	les at the expense of	24)
		ispect of performance is			
	A) Trade-off theory		B) Theory of the fir		
	C) Limited resource the	eory	D) Theory of constr	aints	
25) I	What name is given to fa	ctors such as delivery ti	me product or service s	necification, and price	25)
	which define customers'	•	ine, product or service s	pecification, and price,	20)
,	A) Demand factors	requirements:	P) Compositive fact	·oro	
	·		B) Competitive fact	.015	
	C) Customer factors		D) Direct factors		
26) I	From focused to general,	which of the following	strategy orders is correc	t?	26)
A) Operational, business, global B) Business, functional, corporate			,		
C) Business, corporate, global		D) Functional, business, corporate			
	, , , , , , , , , , , , , , , , , , , ,		,	, 1	
27) V	What is the name of a typ	e of relationship in sup	ply chains that encouras	ge relatively enduring	27)
C	cooperative agreements f	or joint accomplishmen	t of business goals?		
	A) Partnerships		B) Goal oriented ag	reements	
	C) Focused supply		D) Market-driven s	upply	
28) V	Which of the following is				28)
	A) Suppliers to the org	anisation	B) Employees		
	C) Managers		D) Directors		
3 0) I		1 1 1 1 1	. ,		20)
29) 1	n some cases a 'sharehol	der' may also be the ma			29)
	A) True		B) False		
20) Which of the following is least likely to be an insure for any leave to be 11 and 12.				30)	
30) Which of the following is least likely to be an issue for employee stakeholders? A) Economic value from investment B) Good working conditions				JU)	
	-	m mvestment		onantions	
	C) Fair pay		D) All of the above		

31) For a hospital, which of the following does NOT relA) Treatment being carried out in the correct marB) Patients being consulted and kept informed.C) Staff being courteous and friendly.D) Patients being dealt with in less than two hour	nner.	e?	31)
32) For a bus company, which of the following relates to A) The fares are reasonable.B) The timetable is accurate and user friendly.C) The company gets you from A to B more quick D) Buses arrive on time.			32)
33) For a supermarket, which of the following does NOA) Shelves are never empty of stock.B) Staff are friendly and helpful.C) Store is clean and tidy.D) All of the above relate to the quality objective.	T relate to the quality obj	ective?	33)
34) Which of the following relies most on the speed object. A) An Accident & Emergency Unit C) An ambulance	ective? B) An operating theatre D) A doctor on call	•	34)
35) Which of the following is seen as an internal benefit A) The increase in product flexibility C) The reduction in inventory	t of emphasis on the speed B) The reduction of con D) The increase in quali	nplexity	35)
36) Which of the following is NOT true of the speed objA) It can lower working capital.B) It can increase risk.C) It can help reduce inventory.	jective?		36)
37) Doing things in time for customers to receive their goods and services exactly when they are needed, or at least when they are promised, is a measure of:			
A) Speed B) Flexibility	C) Dependability	D) Quality	
38) The effect of dependability inside an operation is questioner.A) True	uite different from the efform B) False	ect it has on the end	38)
39) Which of the following is a result of increasing depends A) It gives B) It saves time stability	,	D) All of the above	39)
40) The operations ability to change its level of output of volumes of product and service over time is called:A) Product/Service flexibilityC) Delivery flexibility	or activity to produce diff B) Volume flexibility D) Mix flexibility	erent quantities or	40)
41) The operations ability to introduce new or modified A) Delivery flexibility C) Mix flexibility	l products is called: B) Volume flexibility D) Product/Service flexi	bility	41)

42) The operations ability to produce a wide range of products and services is called:				42)
A) Mix flexibility		B) Volume flexibilit	y	
C) Product/Service f	lexibility	D) Delivery flexibili	ty	
43) The operations ability to change timing of the delivery of its services or products is called:				
A) Mix flexibility		,	B) Delivery flexibility	
C) Volume flexibility	У	D) Product/Service	flexibility	
44) When applied to operations performance, what term can be used interchangeably with				44)
'dependability'?				
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