

Student name: _____

Efficiency means doing the right things to create the most value for the company.

true

false

Effectiveness means doing the right things to create the most value for the company.

true

false

A doctor completes a surgical procedure on a patient without error. The patient dies anyway. In operations management terms, we could refer to this doctor as being efficient but not effective.

true

false

A worker can be efficient without being effective.

true

false

A process can be effective without being efficient.

true

false

Operations and supply chain management is defined as the design, operation, and improvement of the systems that create and deliver the firm's primary products and services.

true

false

The term "value" refers to the relationship between quality and the price paid by the customer.

true

false

Attempting to balance the desire to efficiently use resources while providing a highly effective service may create conflict between the two goals.

true

false

Central to the concept of operations strategy are the notions of operations focus and trade-offs.

true

false

OSCM is concerned with management of the trickiest parts of the system that produces a good or delivers a service.

true

false

OSCM is a functional field of business with clear line management responsibilities.

true

false

The supply network can be thought of as a pipeline through which cash, material, and information flow.

true

false

Supply networks cannot be constructed for every product or service.

true

false

"Operations" refers to manufacturing and service processes used to transform resources employed by a firm into products desired by customers.

true

false

"Supply chain" refers to processes that move information and material to and from the manufacturing and service processes of the firm.

true

false

"Supply chain" includes only inbound freight and inventory.

true

false

It is critical that a sustainable strategy meet the needs of shareholders and employees first, and then, second, focuses on preserving the environment.

true

false

Planning is where a firm must determine how anticipated demand will be met with available resources.

true

false

Although planning involves determining how the various supply chain processes (sourcing, making, delivering, and returning) will be met, planning itself is not considered a supply chain process.

true

false

The supply chain processes mentioned in the textbook are planning, sourcing, delivering, and returning.

true

false

Examples of capturing information directly from the source that has shifted the focus to understanding both what all the information is saying, and also how to make decisions using it, include all but which of the following?

Point-of-sale system

Radio frequency identification tags

Company quarterly sales reports

Bar code scanners

Automatic recognition

Use of systems like point-of-sale, radio-frequency identification tags, bar-code scanners, and automatic recognition has done which of the following?

Made it more difficult to understand what the information is saying.

Added complexity to sales tracking, while providing minimal benefit.

Increased the number of errors introduced into the tracking systems.

Shifted focus to understanding what the information means.

Made it more difficult to use the data to make timely decisions.

Operations and supply chain processes can be conveniently categorized as all but which of the following?

Selling

Planning

Delivering

Making

Sourcing

Returning involves processes for which of the following?

Receiving worn-out products back from customers and support for customers who have problems with delivered products

Supporting customers who are trying to order products for which there is a current shortage and receiving worn out products back from customers

Receiving defective products back from customers and providing customer support for tracking items once in-route for delivery

Receiving excess products back from customers and discounting items in the store once they have passed the sell-by date

Supporting customers who have problems with the product and filing governmental reports on product safety

Carriers are picked to do all but which of the following?

Move products to warehouses and customers.

Coordinate and schedule the movement of goods and information through the supply network.

Develop sales plans for rolling out new products to different regions.

Develop and operate a network of warehouses.

Run the information systems that manage the receipt of orders from customers.

One reason for studying operations and supply chain management (OSCM) is which of the following?

OSCM is essential for understanding organizational behavior.

Most business graduates do OSCM work regardless of their job title.

All managers should understand the basic principles that guide the design of transformation processes.

OSCM is a required course in all business degree programs.

OSCM is the most rigorous business discipline.

The goods-services continuum consists of which set of the following categories?

No goods, some goods, even mix, some service, no service

Pure goods, core goods, core services, pure services

No service, some service, good service, excellent service

Self-service, help desk service, face-to-face service, service-with-a-smile

Mixed goods, some services, retail sales, management

Which of the following are defined as core goods?

Chemicals

Airlines

Data storage systems

Hotels

Nail salons

Which of the following are not listed in the text as jobs in OSCM?

Department store manager

Project manager

Hospital administrator

Data center manager

Call center manager

Which of the following is not a characteristic that distinguishes services from goods?

Service jobs are unskilled.

A service is intangible.

Services are perishable.

Services are heterogeneous.

A service cannot be weighed or measured.

Which of the following is not a way that operations and supply processes are categorized?

Planning

Return

Delivery

Selecting

Making

One of the "package of features" that make up a service is _____.

appearance

facilitating goods

packaging

cost

implied use

Which of the following is not a measure of operations and supply chain management efficiency used by Wall Street?

Inventory turnover

Days inventory

Receivable turnover

Earnings per share

Asset turnover

Which of the following is a measure of operations and supply management efficiency used by Wall Street?

Dividend payout ratio

Current ratio

Receivable turnover

Earnings per share growth

Financial leverage

All other things remaining the same, if the sales revenue increases, the asset turnover ratio will:
increase.

decrease.

stay the same.

may increase or decrease.

there is no way to tell for sure.

Inventory turnover measures:

the efficiency in turning inventory into sales.

liquidity.

the speed of receivables collection.

liquidity and the efficiency in turning inventory into sales.

the speed of paying employee salaries.

The correct order in the good-services continuum is

pure services - core services - core goods - pure goods.

pure goods - pure services - core services - core goods.

pure goods - pure services - core goods - core services.

pure goods - core goods - core services - pure services.

core goods - core services - pure goods - pure services.

Which one of the following would be considered a pure service?

Hotel stay

Cable television subscription

Dishwasher purchase

Attorney consultation

Landscape construction project

_____ consists of the processes needed to operate an existing supply chain strategically.

Planning

Sourcing

Making

Delivering

Returning

_____ involves the selection of suppliers that will deliver the goods and services needed to create the firm's product.

Planning

Sourcing

Making

Delivering

Returning

_____ is where the major product is produced or the service provided.

Planning

Sourcing

Making

Delivering

Returning

_____ is where carriers are picked to move products to warehouses and customers, coordinate and schedule the movement of goods and information through the supply network, develop and operate a network of warehouses, and run the information systems.

Planning

Sourcing

Making

Delivering

Returning

_____ involves processes for receiving worn-out, defective, and excess products back from customers and support for customers who have problems with delivered products.

Planning

Sourcing

Making

Delivering

Returning

Which of the following is not a “core service”?

Hotels

Airlines

Internet service providers

Universities

What is the term that emphasizes how a factory's capabilities could be used strategically to gain advantage over a competing company?

Manufacturing strategy

Just-in-time

Total quality control

Lean manufacturing

Total quality management

This philosophy is an integrated set of activities designed to achieve high-volume production using minimal inventories of parts that arrive exactly when they are needed.

Manufacturing strategy

Just-in-time

Total quality control

Lean manufacturing

Total quality management

This concept aggressively seeks to eliminate causes of production defects.

Manufacturing strategy

Just-in-time

Total quality control

Lean manufacturing

Total quality management

This philosophy seeks to achieve high customer service with minimum levels of inventory investment.

Manufacturing strategy

Just-in-time

Total quality control

Lean manufacturing

Total quality management

What is known as managing the entire organization so it excels in all dimensions of products and services important to the customer?

Manufacturing strategy

Just-in-time

Total quality control

Lean manufacturing

Total quality management

All other things remaining the same, if sales revenue decreases, the asset turnover ratio will:
increase.

decrease.

stay the same.

may increase or decrease.

there is no way to tell for sure.

Central to the concept of operations strategy are the notions of:

operations development and delivery planning.

operations focus and trade-offs.

trade-offs and cost accounting.

supply chain logistics and financial theory.

globalization and analytical thinking.

The _____ relates to the economic, employee, and environmental impact of a firm's strategy.

triple bottom line

triangular analytics theory

net zero planning option

triple line structuring process

production management system

_____ is defined as the ability to maintain balance in a system.

Management

Sustainability

Economics

Delivery

Strategy

In contrast to careers in finance and marketing, careers in OSCM:

are easier to secure in most areas.

require relatively less skill and training.

involve hands-on involvement with people and processes.

typically do not benefit from advanced degrees.

involve little interaction with others, with more emphasis on computer processes.

Which of the following is not a typically job in OSCM?

Purchasing manager

Supply chain manager

Logistics manager

Finance manager

Hospital administrator

The central idea of _____ is to apply a total system approach to managing the flow of information, materials, and services from raw material suppliers through factories and warehouses to the end customer.

supply chain management

warehouse design

logistics routing

in-store sales

financial forecasting

The term "electronic _____" refers to the buying and selling of electronic products and devices.

design

commerce

production

marketing

development

The term "electronic commerce" refers to the use of _____ as an essential element of business activity.

marketing plans

financial modeling

bartering

the Internet

social media

_____ involves the analysis of data through a unique combination of linear programming, game theory, and queuing theory to better solve business problems.

Production management

Quantum design

Logistical data mining

Blockchain

Business analytics

The mathematical results of business analytics are used to _____ decision making or _____ the decision maker.

automate; support

automate; eliminate

minimize; eliminate

maximize; eliminate

minimize; support

Answer Key

Test name: Ch1_Operations and Supply Chain Management_17e

FALSE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

FALSE

TRUE

FALSE

FALSE

TRUE

TRUE

FALSE

FALSE

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