

Student name: _____

Which of the following is NOT one of the processes included in operations management?

Design

Finance

Produce

Deliver

A supply chain is a global network of organizations and activities involved in:

Producing, buying, servicing, and disposing of goods and services.

Designing, transforming, consuming, and disposing of goods and services.

Financing, producing, and marketing of goods and services.

Designing, financing, selling, and disposing of goods and services.

Operations managers answer questions of what, how, when, where, and who by defining both the _____ and _____ aspects of the operations management system.

Financing and capacity

Marketing and delivery

Structural and infrastructural

Production and accounting

Structural operations management decisions include:

Workforce, capacity, and facilities.

Workforce, production planning, and materials controls.

Capacity, facilities, and technology.

Materials controls, supply chain, and value definition.

Joe Jones was asked to undertake a project to determine the resources and capacity his firm would need in the next three to 10 years. These types of decisions are considered to be:

Infrastructural aspects of operations management.

Positional aspects of operations management.

Assessment aspects of operations management.

Structural aspects of operations management.

Physical goods can be differentiated from services in the operations management process by:

Longer lead times and they can be inventoried.

More capital-intensive and shorter lead times.

More labor-intensive and longer lead times.

More expensive and easier to control.

Which of the following functions would NOT have to think about "processes"?

Logistics management

Production management

Supply management

Accounting

All of these have to think about "processes."

Which of the following statements about operations management processes is NOT true?

Inputs to operations management processes can be materials, people, and/or information.

Outputs of operations management processes are always tangible goods.

Operations management processes involve transformation of inputs into valuable outputs.

Design of operations processes should reflect what customers want.

Growth of the supply chain management perspective in operations management results from the advent of:

Technology and infrastructure advances.

Collaborative networks.

A focus on core capabilities.

All of these.

During the "mass production" era, operations management focused primarily on:

Production and design.

Internal production.

The global supply chain.

Sales, production, and design.

While there is overlap between operations management and supply chain management, the two are different in that:

Operations management focuses on production, supply chain management focuses on supply and logistics.

Operations management focuses on tangible goods, supply chain management focuses on services.

Operations management focuses on processes, supply chain management focuses on relationships and flows.

All of these.

Johnson Company makes widgets, which it then sends to Smith Company. Smith Company puts the widgets in packages. Smith Company is considered by Johnson to be a:

Key customer.

Upstream product supplier.

Aftermarket supplier.

Downstream product supplier.

To an operations manager, the "key customer" is:

The person who buys a product.

The person who has the greatest impact on design, sales, and growth opportunities for the product.

The Echelon 1 customer.

The person who uses the product.

Which functional activities are the most closely related to operations managers' attempts to manage the flow of materials and information in a firm?

Finance, accounting, and supply management

Logistics, finance, and supply management

Logistics, supply, and customer management

Customer, finance, and logistics management

Jones Manufacturing sells a part to Lear Corporation. Lear puts this part into a radio, which Lear then sells to Ford. From Ford's point of view, Jones Manufacturing is a(n) _____ supplier.

Echelon 1

Echelon 2

Tier 1

Tier 2

Operations management is:

The management of production.

The management of services.

The management of processes.

The management of physicians.

Which of the following statements is a reason why operations management is important?

Efficient and productive operations drive the economic well-being of nations.

Operations management is responsible for much of the value created by organizations.

Operations management is a key source of competitive differentiation among firms.

All of these are reasons why operations management is important.

A process is:

A set of planned steps used to achieve an objective.

A system of activities that transforms inputs into valuable outputs.

A system of decisions.

A combined effort by people who want to get something done.

Which of the following statements is NOT true regarding supply chain management?

Globalization has slowed the growth of supply chain management.

Supply chain management is a way of viewing operations management.

Supply chain management has grown as a result of a focus on core capabilities.

Supply chain management is about making the most of relationships with suppliers.

Every organization operates which of the following types of supply chains?

Product and tangible goods supply chains.

Information and personnel supply chains.

Direct and indirect supply chains.

Product and resource/technology supply chains.

Which of the following factors is NOT a major change driver that supply chain managers are concerned about?

Technology changes

Regulatory changes

Global political changes

Supply chain managers are concerned about all of these changes.

Different levels of planning in supply chain operations management include:

General and detailed planning.

Strategic, tactical, and operational planning.

Long-term and short-term planning.

Logistical, operational, and procurement planning.

An example of strategic planning is:

Deciding where to locate a new manufacturing plant.

Forecasting next week's demand of a given product item.

Targeting customer demand for aggregate product families.

Setting inventory levels for a given product.

Which of the following decisions would NOT be under the direct control of operations managers?

What resources will be used to satisfy customer demand?

What customers should be targeted with greatest priority?

What suppliers should provide needed inputs?

What mode of transportation should be used to ship products?

Customer service management connects what functional groups?

Supply management, marketing, and finance.

Logistics management, sales and distribution, and product engineering.

Marketing, logistics management, and sales and distribution.

Human resources management, marketing, and finance.

Supply chain management has grown as a prevalent perspective on operations management because:

Purchasing managers now have stronger roles in companies.

Firms have become more vertically integrated.

Technology has facilitated globalization.

Governments have become less open to trade.

Fundamental areas of management in supply chain operations management include:

Quality, Inventories, and Processes.

People, Equipment, and Money.

Markets, Processes, and Sales.

Lean Systems, Quality, and Flexibility.

Which of the following statements best describes “process thinking”?

It is a way to manage thought processes to make better decisions.

It is a way to view business as a system of interrelated activities.

It is a way to approach work systematically.

It is a way to categorize elements of work activities.

Operations management is important because:

It affects the quality of life of workers and consumers

It is a major cost for firms that needs to be minimized

Managers need to continually find ways to automate processes

It is more important than finance or marketing

Which of the following challenges is most likely to be faced by service operations managers, rather than manufacturing operations managers?

Operations is typically less financially important in service businesses

Pure service operations need to be separated from pure goods-producing operations

The “total product experience” is more important in services

Customers are more directly involved in service processes, so their perceptions need to be considered

Up until the latter parts of the 20th century, operations management mainly focused on:

Design

Internal production

External outsourcing

Globalization

How is “supply chain management” different than “operations management”?

They are exactly the same thing

Supply chain management focuses mainly on supplier relationships, while operations management focuses mainly on production

Supply chain management is about relationships and flows, while operations management is about processes

Supply chain management is external, while operations management is internal

In working with downstream processes, internal operations managers typically work closely with:

Marketing and sales managers

Information technology managers

Human resource managers

Government regulators

Internal operations managers work with what function to coordinate inbound and outbound flows of materials and information?

Finance

Purchasing

Marketing

Logistics

A supplier of materials used in manufactured goods is a participant in:

A union

The product supply chain

The resource/technology supply chain

The tier 2 supply chain

Which of the following groups is NOT likely to be stakeholders for operations in a local bank?

Customers

Regulators

Employees

All of these are likely to be stakeholders

What kinds of questions does an operations manager who is responsible for tactical-level planning address?

What new technologies should the company buy?

What new customers should the company pursue?

How many workers should we hire or fire?

Which customer order should we work on first today?

What kinds of questions does an operations manager who is responsible for operational-level planning address?

How many units of inventory for product X should I order?

Where should we locate a new distribution center?

What new information system should we install?

What technical training program should we purchase?

What kinds of questions does an operations manager who is responsible for strategic-level planning address?

Which employees should work the day shift tomorrow?

How should this process be organized?

How many manufacturing plants should the company operate?

Should we make this part or buy it?

Suppose that you are the general manager of a hotel. For which of the following issues would you first seek help from an operations manager in your firm?

Our prices seem to be too high.

Customers' complaints are rising.

We need a new insurance policy.

We are running out of cash.

Answer Key

Test name: CH1 Managing Operations E5

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