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Concept Check Questions for Learning Objectives

Chapter 1 – Introduction to Operations and Supply Chain Management

The Operations Function

1. The operations function interacts with
    a. Marketing
    b. Suppliers
    c. Human resources
    d. Finance
    e. All of the above

Difficulty: Easy
Answer: d

2. Operations is often described as
    a. the creative core of an organization
    b. a transformation process
    c. the source of firm profitability
    d. all of the above

Difficulty: Easy
Answer: b

The Evolution of Operations and Supply Chain Management

1. _____ helped to enable the Industrial Revolution.
    a. Linear programming
    b. Quality circles
    c. Interchangeable parts
    d. The Internet

Difficulty: Easy
Answer: c

2. The *Principles of Scientific Management* were proposed by
    a. Adam Smith
    b. Henry Ford
    c. Frederick Taylor
    d. Elton Mayo

Difficulty: Easy
Answer: c

3. Supply chain management emerged as
    a. companies started to outsource production
    b. the number of suppliers for each company grew
    c. globalization expanded the reach of suppliers and customers
    d. all of the above

Difficulty: Easy
Answer: d

4. The quality revolution was brought to us by
    a. Germany
    b. Japan
    c. China
    d. Mexico

Difficulty: Easy
Answer: b

Globalization

1. Globalization has grown rapidly due to
    a. World trade agreements
    b. The Internet
    c. Outsourcing
    d. All of the above

    Difficulty: Easy
    Answer: d

2. Which of the following countries has the highest hourly wage rate?
    a. Norway
    b. U.S.
    c. Germany
    d. South Korea

Difficulty: Moderate
Answer: a

3. Companies go global to
    a. take advantage of favorable costs
    b. gain access to international markets
    c. build reliable sources of supply
    d. all of the above

Difficulty: Easy
Answer: d

4. Which of the following countries has the highest trade in goods as a percent of GDP?
    a. U.S.
    b. Germany
    c. Japan
    d. China

Difficulty: moderate
Answer: b

Productivity and Competitiveness

1. The most common measure of productivity is
    a. Labor productivity
    b. Multifactor productivity
    c. Material productivity
    d. Technological productivity

Difficulty: Easy
Answer: a

2. Productivity is defined as
    a. output over input
    b. input over output
    c. process yield
    d. exports minus imports

Difficulty: Easy
Answer: a

Strategy and Operations

1. A company's _____________ is what they do better than anyone else.
    a. primary task
    b. core competence
    c. order qualifier
    d. positioning strategy

Difficulty: Easy
Answer: b

2. The balanced scorecard keeps strategy on track by measuring
    a. Finance, marketing, operations, and human resources
    b. Finance, customers, processes, and learning and growing
    c. Shareholder value, customer satisfaction, production efficiency, and worker satisfaction
    d. Inputs and outputs to each critical process

Difficulty: Moderate
Answer: b

3. ________ converts strategy into measurable objectives down through the organization.
   a. Strategic positioning
   b. Policy deployment
   c. Production planning
   d. Vertical integration

   Difficulty: easy
   Answer: b

4. The last factor considered in a purchasing decision is the
   a. order qualifier
   b. order winner
   c. quality factor
   d. core competency

   Difficulty: Easy
   Answer: b